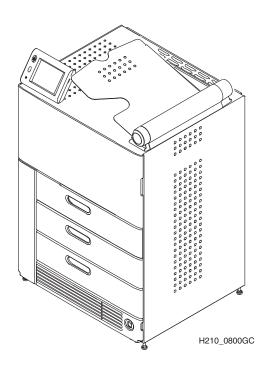


Confidential Restricted Information

DIAGNOSTICS for the Kodak DryView 6800 LASER IMAGER Service Code: 1649



Qualified personnel must repair this equipment.



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PLEASE NOTE

The information contained herein is based on the experience and knowledge relating to the subject matter gained by Carestream Health, Inc., prior to publication.

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This equipment includes parts and assemblies sensitive to damage from electrostatic discharge. Use caution to prevent damage during all service procedures.

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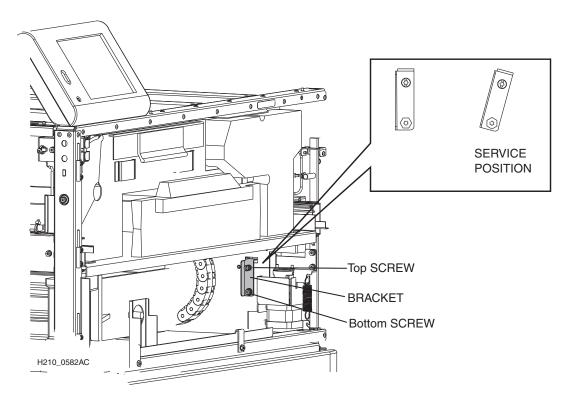
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Section 1: Using the Diagnostics

Using the SERVICE SWITCH

The SERVICE SWITCH is located inside the MAIN DOOR behind the LATCH MOTOR.



- 1 Open the MAIN DOOR (see the INSTALLATION INSTRUCTIONS, **Using the Manual LATCH RELEASE**).
- 2 Loosen the top SCREW of the BRACKET.
- 3 Remove the bottom SCREW.

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SERVICE TOOL

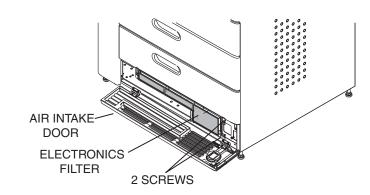
Functions

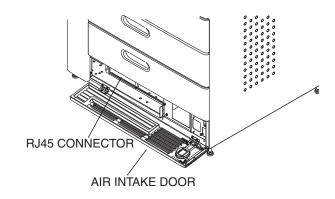
The SERVICE TOOL provides the following functions.

- Configuration Provides tools for configuration of the IMAGER.
- Diagnostics Provides tools to test the components of the IMAGER.
- Hardware Data Provides
- Logs Provides access to logs of "events" that occur in the IMAGER.
- Monitoring and Control Provides information about the DRE, print counts, SENSORS, and PROCESSOR temperatures.
- System Information Provides information about the IMAGER, the service user, and software versions.
- Upgrade Provides the ability to upgrade the DRE software and the MICROCONTROLLER applications of the MCS.
- Utilities Provides the functions of Log Off, Restart, Shutdown, Backup and Restore, and Image File Transfer.

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Connecting/Disconnecting the LAPTOP COMPUTER to/from the IMAGER







Caution

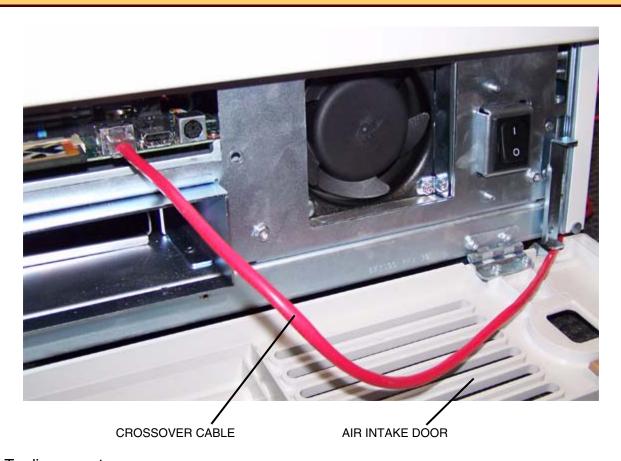
Dangerous Voltage

- 1 To connect:
 - a Open the AIR INTAKE DOOR.
 - **b** Remove:
 - 3 NUTS
 - ELECTRONICS FILTER
 - **c** Connect the LAPTOP COMPUTER to the RJ45 CONNECTOR on the DRE with a CROSSOVER CABLE, TL-5568.



If you are printing films while the LAPTOP COMPUTER is connected to the IMAGER, you can ensure that the IMAGER is "light tight" by routing the CROSSOVER CABLE as shown in the picture below, then closing the AIR INTAKE DOOR.

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2 To disconnect:

- a Disconnect the CROSSOVER CABLE from the IMAGER.
- **b** Install:
 - ELECTRONICS FILTER
 - 3 NUTS
- c Close the AIR INTAKE DOOR.

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Logging On to the SERVICE TOOL



Important

You must have the SECURE LINK CLIENT SOFTWARE, Version 2.1 or higher and the Service WebLink Client Software, Version 2.0 or higher installed and configured on your LAPTOP COMPUTER. Both of these are located on the Intranet at: http://know.us.kodak.com/audience_fe001/stage/global/en/Health-Medical/Service_Systems/index.shtml.

- 1 Connect the LAPTOP COMPUTER to the IMAGER (see Connecting/Disconnecting the LAPTOP COMPUTER to/from the IMAGER).
- 2 Energize the LAPTOP COMPUTER.
- 3 Select Start>Programs>Kodak>SecureLink.
- **4** Type your password.
- 5 Click [OK].
- 6 Type the IP address of the SERVICE PORT: 192.168.000.001
- 7 Click [Connect].
- 8 Select Start>Programs>Kodak>Service WebLink.

The main menu of the SERVICE TOOL displays.

Logging Off From the SERVICE TOOL

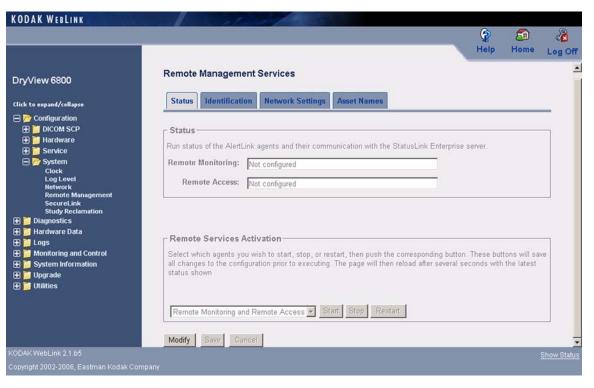
- 1 In the upper right corner of the SERVICE TOOL, click [Log Off].
- 2 At the "Kodak Service WebLink" screen, click [Log Off].
- 3 Close the "WebLink" Client Software.
- 4 At the "Kodak Secure Link 2.1" screen:
 - click [Disconnect]
 - close the screen
- 5 Disconnect the LAPTOP COMPUTER from the IMAGER (see Connecting/ Disconnecting the LAPTOP COMPUTER to/from the IMAGER).

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Stopping and Starting the REMOTE MANAGEMENT SERVICES

At times it may be necessary to stop, start, or restart the REMOTE MANAGEMENT SERVICES.

- 1 Connect the LAPTOP COMPUTER to the IMAGER (see Connecting/Disconnecting the LAPTOP COMPUTER to/from the IMAGER).
- 2 Log on to the SERVICE TOOL (see Logging On to the SERVICE TOOL).
- 3 Select Configuration>System/Remote Management.



- 4 Click [Modify].
- **5** Under the "Remote Services Activation" section, use the drop-down menu to select "Remote Monitoring and Remote Access".
- 6 To:

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• stop the agent, click [Stop]

- start the agent, click [Start]
- restart the agent, click [Restart]
- 7 Click [Save].

Diagnostic Tests DENSITOMETER

- 1 Select Diagnostics>MCS>Densitometer.
- 2 Click [Run].

Note

This is the same test run at power ON for the DENSITOMETER. The test ends with a "Pass" or "Fail" indication and displays diagnostic data. The test sequence:

- De-energizes the DENSITY and FIDUCIAL LAMPS, then reads A to D counts for offset light values for the LAMPS 8 times and calculates an average. The average value must be 4096 + 400.
- De-energizes the DENSITY LAMP, then reads the A to D counts for reference brightness 8 times and averages the values. If the average A to D count is not between 750,000 and 850,000, software adjusts the count.
- De-energizes the DENSITY LAMP and energizes the FIDUCIAL LAMP. Reads the Reference brightness value 8 times and averages the values. If the average value is not between 250,000 and 550,000, software adjusts the brightness.
- 3 To display the results of the last DENSITOMETER test, click [Current Diagnostic Data].
- 4 To save the test results to a file on your LAPTOP COMPUTER, click [Export Data].

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MOTORS



Important

This test is not for the ROLLBACK AY or PICKUP AY. To test these MOTORS see TRAY Diagnostics.

- 1 Select Diagnostics>MCS>Motors Diagnostics.
- 2 Set the SERVICE SWITCH in the service position.
- **3** From the "Select Operation" drop-down menu, select the MOTOR you want to test.
- 4 Click [Run].
 - When the test is completed, either "Pass" or "Fail" will be indicated and test status will display.
- **5** Click the bottom line of the screen to display test results data.
- 6 After completing the test, set the SERVICE SWITCH to the user position and restart the IMAGER.

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MCS MICROCONTROLLERS



Important

This test is not for the ROLLBACK AY or PICKUP AY. To test these MICROCONTROLLERS see **TRAY Diagnostics**.

- 1 To test any of the MICROCONTROLLERS on the I²C bus, select **Diagnostics>MCS>MCS Diagnostics**.
- **2** From the "Select Diagnostic" drop-down menu, select the type of test. The test types include:
 - "Micro Controllers" This diagnostic runs the same tests on the MICROCONTROLLERS that are run normally during "self-test".
 - "Memory" This diagnostic checks image memory by writing to the memory and then reading it back.
 - "Reset" This function resets the selected MICROCONTROLLER to the original condition.

Note

If you select "Memory", from the "Cycle" drop-down menu, select if the test should be run for "One Cycle" or "Continuous".

3 From the "Select Operation" drop-down menu, select the MICROCONTROLLER you want to test:

Note

If you select either "Optics" or "Sorter" from the "Select Microcontroller" menu, you must set the SERVICE SWITCH to the service position before running the test.

- 4 Click [Run].
 - Tests will run once (except if "Continuous" was selected) and display "Pass "or "Fail."
- **5** Click the bottom line of the screen to display test results data.

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TRAY Diagnostics

- 1 Select **Diagnostics>MCS>Tray Diagnostics**.
- 2 Set the SERVICE SWITCH in the service position.
- **3** From the "Select Diagnostic" drop-down menu, select "Upper Tray," "Middle Tray," or "Lower Tray."
- **4** From the "Select Operation" drop-down menu, select the type of test. The test types include:
 - "Micro Controller Test" This test does a checksum of the MICRO code and NVRAM.
 - "Reset Micro Controller" This test esets the FILM TRAY microcontroller.
 - "Open Cartridge" This test opens the cartridge.
 - "Close Cartridge" This test closes the cartridge.
 - "Pickup"- This test checks the PICKUP MOTOR and PICKUP HOME SENSOR.
 - "Feed Roller Close" This test checks the FEED ROLLER OPEN/CLOSE MOTOR and SENSOR.
 - "Feed Roller Open" This test checks the FEED ROLLER OPEN/CLOSE MOTOR and SENSOR.
 - "Feed Motor" This test checks the PICKUP FEED ROLLER DRIVE MOTOR.
 - "Vacuum Pump and Valve" This test checks the VACUUM PUMP and VALVE.
 - "RF Tag" This test causes the MCS to send a command to read data from the RF TAG. The only data returned is the Serial Number of the TAG.
 - "Film Transport to Platen" This test transports film to (TBD).
 - "Film Transport to Vert. Transport" This test transports film to (TBD).
 - "Film Transport to Sorter Bin 1" This test transports film to BIN1.
 - "Film Transport to Sorter Bin 2" This test transports film to BIN2.
 - "Film Transport to Sorter Bin 3" This test transports film to BIN3.
 - "Film Transport to Sorter Bin 4" This test transports film to BIN4.
 - "Film Transport to Sorter Bin 5" This test transports film to BIN5.

5 From the "Cycle" drop-down menu, select the test option, "One Cycle" or "Continuous".

Note

If "Continuous" is selected, the test will run until "Stop" is selected. Continuous should only be used for test and film transport to a sorter bin.

- 6 Click [Run].
 - After the test completes, "Pass" or "Fail" will be indicated and status will display.
- **7** Click on the bottom line of the screen to display test results.
- **8** After completing the test, set the SERVICE SWITCH to the user position and restart the IMAGER.

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OPTICS

Starting the Tests

1 Select Diagnostics>MCS>Optics.

OPTICS Calibration

This calibration of the OPTICS is the same that occurs before a calibration print or when the IMAGER is energized. The calibration:

- Sets the SPINNER MOTOR to full speed and checks that it is at full speed.
- · Checks laser offset and gain, and adjusts if necessary.
- Initializes the POWER MONITOR by measuring offset and "range".
- Does calibration of the ATTENUATOR by measuring it at the full "range".
- Does calibration of the LASER by measuring the "range" and maximum power.
- 1 To do a calibration of the OPTICS, select "Calibrate Optics" from the "Optics Calibration and Diagnostics" menu.
- 2 Click [Run].

When the calibration completes, the SCREEN will display "Status" and a "Summary" of the Calibration.

Displaying Current Calibration Data

This function displays the data from the last calibration.

- 1 Select "Display Current Calibration Data."
- 2 Click [Run].

"Exporting" Calibration Data

This procedure allows you to send calibration data to your LAPTOP COMPUTER.

- 1 Select "Export Calibration Data."
- 2 To format the data, click [Run].
- **3** To save the data to a folder on your LAPTOP COMPUTER:

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- **a** From the Main Menu of the SERVICE TOOL, select **Diagnostics>Diag Summary**.
- **b** From the diagnostics "Summary" screen, select "Test Results."
- **c** From the "Diagnostic" drop-down menu, select "SDSFilmCalibDiagnostics getFilmCalibData."
- d Click [Save].
- e Store the data in a folder on the HARD DRIVE of your LAPTOP COMPUTER.

OPTICS MOTORS Tests

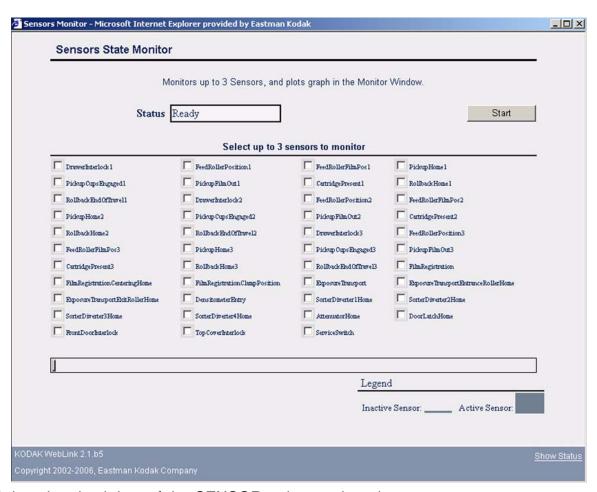
This diagnostic includes tests of the ATTENUATOR MOTOR and TRANSLATION MOTOR. Each test commands the MOTOR to move a preset distance, and then checks results

- 1 Set the SERVICE SWITCH in the service position.
- 2 Select "Test Optics Motors."
- **3** From the "Assembly Name" drop-down menu, select the MOTOR you want to test, either "attenuator" or "translation."
- 4 Click [Run].
- **5** Check the "Summary" window for test results.
- **6** When the test completes, set the SERVICE SWITCH in the user position and restart the IMAGER.

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SENSORS

1 Select Monitoring and Control>Sensors Monitor.



2 Select the check box of the SENSOR to be monitored.



Up to 3 SENSORS can be monitored.

- 3 Click [Start].
- 4 To stop monitoring, click [Stop].

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- **5** To "pause" monitoring:
 - Click [Pause] to stop.
 - Click [Resume] to continue.
- **6** To monitor the SENSORS when film is moving through the system:
 - a From the Main Menu of the SERVICE TOOL, select Diagnostics>DRE>Test Print.
 - **b** Select an image to print from the drop-down menu.
 - c Click [Run].
 - d Observe the "Monitor Sensors" screen to see changes in condition of the SENSORS
- **7** To see a "plot" of the operation of up to 3 selected SENSORS on the "Graph Sensors" screen:
 - a Start a test print.
 - **b** When the print is running, return to the "Monitor Sensors" screen and select the SENSORS you want to monitor.
 - c Click the "Graph Sensors" tab.
 - d Click [Run].
 - e Observe the screen.

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SORTER

The SERVICE TOOL includes 2 diagnostics for the SORTER:

SORTER SENSOR Calibration - This is the MCS diagnostic run normally at power on. The test, run from the top part of the screen, displays diagnostic data, and indicates OK (or "pass"). This is because the software does not stop the system because of errors caused by EMITTER failures. (The SORTER can run successfully in a "no sensor" mode if the EMITTER does not operate.) The test sequence does calibration of the SORTER SENSOR, which includes an EMITTER at the bottom of the SORTER and a DETECTOR at the top. The calibration:

- Checks the DETECTOR with the EMITTER OFF to set a Dark Value output value.
- Sets the threshold of the DETECTOR to 3.5V, the maximum output value, then starts the EMITTER and slowly increases brightness until the DETECTOR output has reached 3.5 V.
- Checks the EMITTER CURRENT.
- Decreases the threshold to 350 mV below the set DETECTOR maximum.

MONITOR SENSOR - This test reads the output of the SORTER SENSOR, and displays this reading with the values recorded in the last calibration for Threshold, Dark Value, Light Value and LED (EMITTER) Current. All values are in "counts" from 0 - 255, which indicate a "range" of 0 - 5 V from the SENSOR (0 is darkest and 255 is "brightest"). For example, 3.5 V is about 175 counts (0.0196 V for each count).

- "Sensor Reading" The output of the DETECTOR. The "range" is 0 255. A value of −1 is too dark, −2 is too light.
- "Sensor Threshold" Point at which the DETECTOR starts (about 108 counts). If calibration of the SENSOR was not successful from the last reset, the threshold value of 0 will be displayed if the current calibration malfunctions.
- "Sensor Dark Value" DETECTOR output with EMITTER OFF. This is set at calibration and should be less than 50.
- "Sensor Light Value" DETECTOR output with EMITTER on. This is set at calibration and should be 125.
- "Sensor LED Current" Set at calibration. The "range" is 0 255. A value close to either end of the "range" indicates a possible problem.

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1 To check operation of the SORTER SENSOR, select **Diagnostics>MCS>Sorter**.

- 2 To do calibration of the SORTER SENSOR:
 - a Set the SERVICE SWITCH in the "Service" mode.
 - **b** In the top right corner of the screen, click [Run].

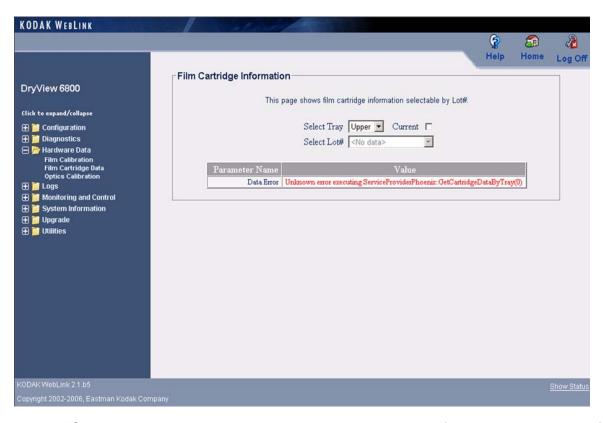
The calibration will run and indicate OK. The results will display on the "Monitor Sensor Charts". You must use the "charts" to determine if a failure occurred. For example, if the EMITTER does not cause enough light at the DETECTOR, the "Sensor Reading" will be -1 and the "Sensor LED Current" will be 255.

- **c** To end monitoring, on the lower part of the screen, click [Stop].
- **3** To display the output of the SORTER SENSOR with the results of the last calibration:
 - a On the "Monitor Sensor" area of the screen, click [Run].
 - **b** To stop monitoring, click [Stop].
- **4** After completing the diagnostic, set the SERVICE SWITCH in the user position and restart the IMAGER.

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Film Cartridge Information

1 To obtain information about the film loaded in any DRAWER, select **Hardware Data>Film** Cartridge Data.

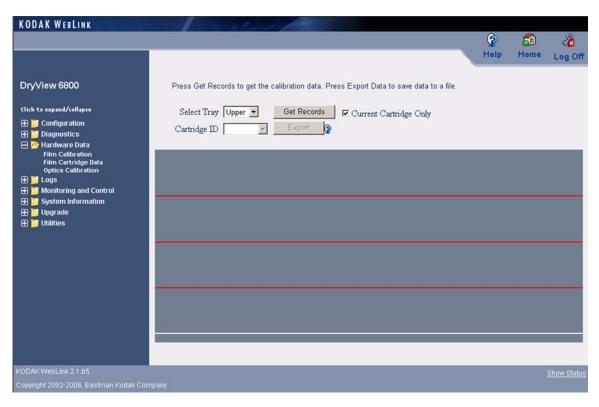


- **2** From the "Select Tray" drop-down menu, select the DRAWER from which you want film information: "Upper," "Middle," or "Lower."
 - Data from the RF TAG describing the film in the CARTRIDGE in the DRAWER will display.
- 3 To display data for preceding CARTRIDGES used in any DRAWER:
 - a Select the DRAWER.
 - **b** Select the film "Lot" Number from the "Lot#" drop-down list.

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Film Calibration Data

1 To obtain a "DLogE Curve" from the last calibration data for film in any CARTRIDGE in the IMAGER, select **Hardware Data>Film Calibration**.



- 2 Select the SUPPLY DRAWER you want to check.
- 3 Click:
 - [Get Records]
 - [Plot]

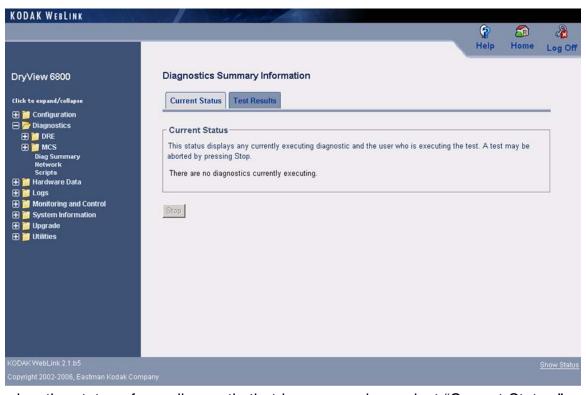
A "DLogE Curve" of the characteristics of the film in the selected DRAWER will display. The "curve" is "plotted" from data stored from the last calibration for this film.

- 4 To make a copy of the "DLogE Curve" to your LAPTOP, click [Export Data].
- **5** Copy the file to a folder on the HARD DRIVE of your LAPTOP COMPUTER.

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Diagnostics Summary Information

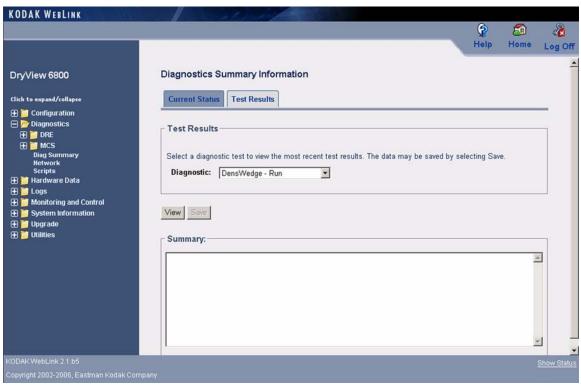
1 Select Diagnostics>Diag Summary.



- 2 To view the status of any diagnostic that is now running, select "Current Status."

 If a diagnostics test is running, the name of the test and the "Insurance" Number of the user will display.
- 3 To display the last results of any diagnostic test, select the "Test Results" tab.

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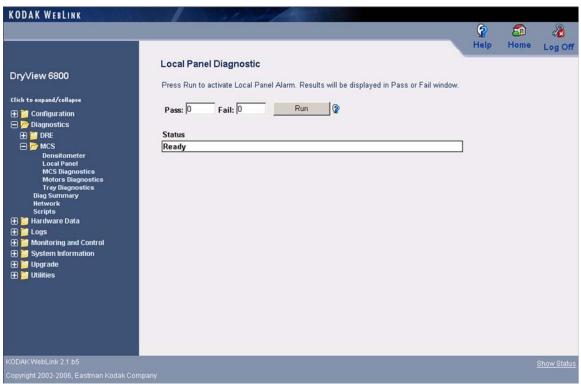


- 4 From the "Diagnostic" drop-down menu, select the test you want.
- **5** To display a "Summary" of the diagnostic, click [View].
- 6 If you want to copy the test summary to the HARD DRIVE of your LAPTOP, click [Save].
- 7 Store the file in a folder on the HARD DRIVE of your LAPTOP COMPUTER.

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LOCAL PANEL

1 Select Diagnostics>MCS>Local Panel.



2 Click [Run].

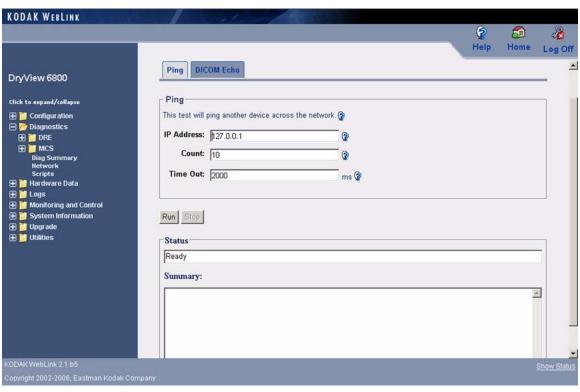
The SPEAKER in the LOCAL PANEL should beep. This indicates:

- The DRE can communicate with the LOCAL PANEL.
- The SPEAKER in the LOCAL PANEL operates.

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Communication on the Network

1 To test the connection of the IMAGER with the network, select **Diagnostics>Network**.



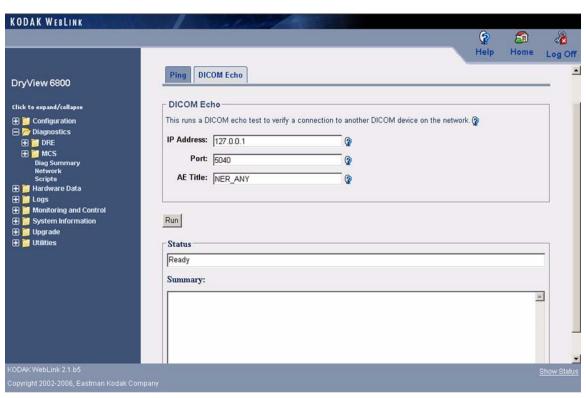
- **2** To do a "Ping" test to check that the IMAGER can contact other devices on the network:
 - a Enter the IP Address of a device on the network.
 - **b** Use the displayed defaults for "Count" and "Time Out".
 - c Click [Run].
 - d Check for "Status" and a "Summary" of the test results.



A "Ping" test can also be run from the Service Menu of the LOCAL PANEL.

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3 To run a DICOM "Echo" test to check if the IMAGER can do communication with a another device on the network, select the "DICOM Echo" tab.



- 4 For the device, type:
 - IP Address
 - Port
 - AE Title
- 5 Click [Run].
- 6 Check for "Status" and a "Summary" of the test.

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Temperature of the PROCESSOR

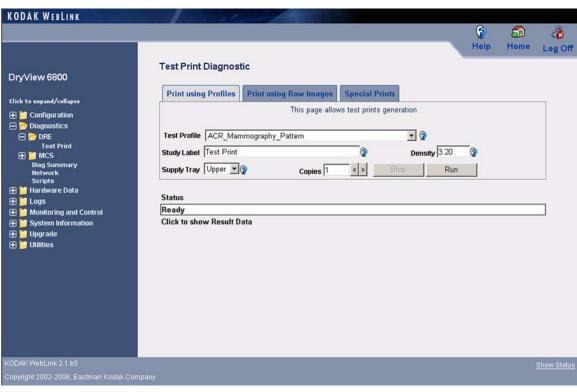
1 To check the temperatures of the PROCESSOR "zones", select Monitoring and Control>Temperature Monitor.



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DRE Test Print

1 To select and run a test print stored in the DRE, select **Diagnostics>DRE>Test Print**.



- **2** Select the parameters for the DRE Test Print.
 - a In the "Study Label" window, enter a name (up to 20 characters) for the print.
 - **b** From the "Test Print" drop-down menu, select the type of test print.
 - **c** Use the other drop-down menus to configure the test print image.
 - **d** Select the DRAWER you want to print from and the number of copies.
- 3 Click [Run].

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Power-on "Self-Tests"

"Self-test" and calibration are automatically run by the system when power is applied. If an error occurs, an error code is displayed on the LOCAL PANEL. Under control of the MCS MASTER CPU, tests and calibration are run by MICROCONTROLLERS that control the other BOARDS on the I²C bus of the MCS. After the PROCESSOR tests are run, the MCS MASTER CPU starts 3 tracks of diagnostics. In 1 track, diagnostics are run for the closed SUPPLY DRAWERS, 1 at a time, until the test has run for all DRAWERS. In the other 2 tracks, the MCS starts diagnostics for the remaining MICROCONTROLLERS in the system. The tests in the 3 tracks are run at the same time.

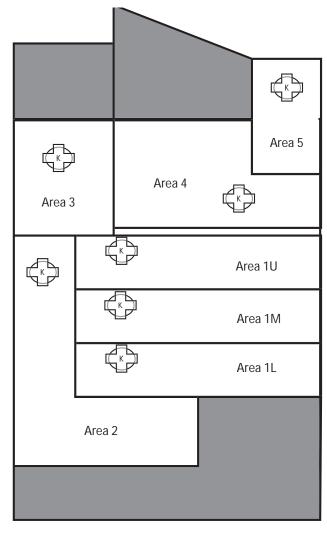
The "self-tests" and calibration run by the system are:

- MCS Diagnostics
- MCS Clear Films
- PROCESSOR Diagnostics
- RF TAG Diagnostics
- DENSITOMETER Diagnostics
- SORTER Diagnostics
- SUPPLY DRAWER Diagnostics CARTRIDGE CONTROLLER
- SUPPLY DRAWER Diagnostics TRAY Diagnostics
- OPTICS Diagnostics
- OPTICS Calibration

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Jam Areas

The following are the areas indicated by the film jam errors.



Section 2: Status Messages and Error Codes

Overview

This section provides information about 5 types of system messages:

- DICOM status messages from the LASER IMAGER to the SCU
- PRINTER status messages displayed on the LOCAL PANEL
- FILM TRAY status messages displayed on the LOCAL PANEL
- JOB MANAGER status messages displayed on the LOCAL PANEL
- LASER IMAGER error codes and messages displayed on the LOCAL PANEL and status messages written to the system log

DICOM Status Messages

A PRINTER Status Message and a PRINTER STATUS INFO message are returned to the "requesting" SERVICE CLASS USER (SCU) in response to a DICOM PRINTER N-GET status "request".

Every error has an "associated" DICOM PRINTER STATUS INFO message (some errors have the same PRINTER STATUS INFO message).

- If no errors occur when a PRINTER N-GET "request" is received, a PRINTER STATUS INFO message of "NORMAL" is returned.
- If only one error occurs, a PRINTER STATUS INFO message corresponding to that error is sent back in response.
- If more than one error occurs when a PRINTER N-GET "request" is received, a PRINTER STATUS INFO message is selected by the following priority:
 - 1. errors returned in the same order generated
 - 2. "non-normal" PRINTER status
 - 3. empty film
 - 4. normal status

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DICOM PRINTER Status Message	DICOM PRINTER Status Information Message
FAILURE Condition	PRINTER DOWN ELEC DOWN PROC DOWN
WARNING Condition	BAD SUPPLY MGZ CALIBRATION ERR CHECK PRINTER COVER OPEN EMPTY MEDIASZ MEDIATP FILM JAM FILM TRANS ERR PROC INIT PRINTER INIT PRINTER OFFLINE

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PRINTER Status Messages

The LOCAL PANEL displays information to the user describing the status of the PRINTER.

LOCAL PANEL	PRINTER STATUS	DICOM PRINTER STATUS/INFO	Notes
Close all doors to resume printing	DOOR open	WARNING/COVER OPEN	Any of the IMAGER DOORS are open. The IMAGER is not ready.
Drawer Open	Any TRAY open	WARNING/COVER OPEN	One or more DRAWERS are open.
Energy Save mode on. Touch screen to wake. (The next "scheduled" time might also appear.)	Power Save Mode	WARNING/PROC INIT	Power to the PROCESSOR is OFF.
Failed	Failed	See error codes	An error has occurred; the IMAGER in not able to print films.
Imager is unlocked. Open a door.	Unlocked	WARNING/ PRINTER OFFLINE	The IMAGER is ready to be opened.
Printing	Printing	NORMAL/NORMAL	The IMAGER is able to print films.
Printing Disabled	Offline	WARNING/ PRINTER OFFLINE	Printing is disabled.
Ready	Ready	NORMAL/NORMAL	The PRINTER is online and the PROCESSOR has reached operating temperature.
Self-test	Self-test	WARNING/ PRINTER INIT	This occurs when power is first applied to the MCS.

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LOCAL PANEL	PRINTER STATUS	DICOM PRINTER STATUS/INFO	Notes
Service Mode	Service Mode	WARNING/ PRINTER OFFLINE	The SERVICE OVERRIDE SWITCH is enabled. The IMAGER is not ready.
Shutdown Initiated	Shutdown Initiated	FAILURE/PRINTER DOWN	When shutdown is started, no more "associations" are "accepted".
Shutdown Requested	Shutdown Requested	FAILURE/PRINTER DOWN	Completing prints in process. When shutdown is asked for, no more "associations" are "accepted" and existing "associations" are "aborted".
Sleep mode on. Touch screen to wake. (The next "scheduled" time might also appear.)	Sleep Mode	WARNING/ PRINTER OFFLINE	Power to the PROCESSOR is OFF.
Sorter Open	Sorter Open	WARNING/COVER OPEN	The SORTER is open. The PRINTER is not ready.
System Shutting Down	Shutdown Complete	FAILURE/PRINTER DOWN	When shutdown is complete, no more "associations" are "accepted".

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LOCAL PANEL	PRINTER STATUS	DICOM PRINTER STATUS/INFO	Notes
Unlocking, please wait	IMAGER unlock requested	NA	The PRINTER is completing prints in process.
Warming=	Warming	WARNING/PROC INIT	The PROCESSOR is "warming" up and will not be ready for the number of minutes displayed.

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FILM TRAY Status Messages

The LOCAL PANEL displays information to the user describing the status of the FILM TRAYS.

LOCAL PANEL	FILM SUPPLY STATE	Notes
Calibrating	Calibrating	A calibration is in process for this FILM CARTRIDGE.
Failed	Failed	An error has occurred.
No Cartridge	No Cartridge	No FILM CARTRIDGE in this FILM SUPPLY DRAWER.
Open	Open	The FILM SUPPLY DRAWER is open.
Please Wait	Requires Calibration	This or another FILM CARTRIDGE must go through calibration before the IMAGER can print from this FILM SUPPLY DRAWER. Calibration does not need user action.
(display normal TRAY information; count, film type, film size)	Ready	The FILM SUPPLY DRAWER is ready to use.

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JOB MANAGER Status Messages

The LOCAL PANEL displays information to the user describing the status of the jobs.

LOCAL PANEL Message	JOB MANAGER Status	Notes
Imager Offline	Offline	The IMAGER will not "accept" any DICOM jobs.
x Active Jobs (x is the number of jobs)	Active	The IMAGER allows DICOM jobs and film is available for all existing jobs.
x Jobs waiting for media	No Media	The IMAGER allows DICOM jobs, but film is not available for 1 or more jobs.

Error Codes

Subsystems in the 6800 LASER IMAGER

Each subsystem has an ID number that allows:

- some error history, retrieved through the SERVICE TOOL by subsystem
- logs to be written, "sorted", and retrieved by subsystem

Each subsystem has a "range" of error numbers. The numbers have 2 parts, a subsystem ID number and an error ID number. This number system keeps the error ID numbers given to software components in other IMAGERS for similar errors.

Note

On the LOCAL PANEL SUBSYSTEM, ID numbers and error numbers have a "hyphen" between the numbers, but not in the error log. For example, the LOCAL PANEL displays 20-209 and the error log displays 20209.

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Subsystem ID	Subsystem/Component Name	Error Code "Range"
	MIM CORE Components:	"01-xxx - 09-xxx"
01	- CONFIGURATION and CONTROL SUBSYSTEM	
02	- MESSAGING SUBSYSTEM	
03	- STATISTICS SUBSYSTEM	
04	- DICOM INPUT PRINT SCP SUBSYSTEM	
05	- STUDY RECLAMATION SUBSYSTEM	
06	- DELIVERY SUBSYSTEM	
07	- MIM DATA COMPONENTS SUBSYSTEM	
80	- MPDB UPDATER SUBSYSTEM	
09	- VERSION SUBSYSTEM	
	DRE:	"10-xxx - 13-xxx"
10	- MCS Interface SERVER	
12	- LOCAL PANEL	
13	- SERVICE TOOL	
	MCS:	"20-xxx - 35-xxx"
20	- General MCS System	
21	- UPPER FILM SUPPLY DRAWER	
22	- MIDDLE FILM SUPPLY DRAWER	
23	- LOWER FILM SUPPLY DRAWER	
26	- FILM TRANSPORT	
27	- OPTICS	
28	- PROCESSOR	
29	- DENSITOMETER	
30	- SORTER	
32	- FILM REGISTRATION	
33	- EXPOSURE TRANSPORT	
34	- POWER DISTRIBUTION BOARD (PDB)	
35	- PROCESSOR Transport	

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Error "Severity" Level

SEVERITY	DESCRIPTION	EXAMPLE	LOCAL PANEL NOTIFY	RECOVERY
0-Fatal	A failure occurred and the system will have to be restarted	 System resource failure Hardware failures for subsystems Configuration/registry failure Software init failure Network will not start up Database failure 	Yes and an audible alarm	Power cycle is necessary. Service might be necessary. Cycle power and call Service if error returns.
1-Alert	A failure occurred, but it should be temporary and can be repaired by the user.	 Film jam Internal temperature errors 	Yes and an audible alarm	The IMAGER should be able to continue after the user fixes the problem. If failure is for 1 DRAWER, the IMAGER should be able to continue operating by using the other DRAWERS.

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SEVERITY	DESCRIPTION	EXAMPLE	LOCAL PANEL NOTIFY	RECOVERY
2-Warning	An "event" occurred that should notify the user.	Preventive maintenance	Yes, but no audible alarm	No recovery necessary.
3-Notify	An "event" occurred, but it was automatically "recovered".	 Communication retries Film pickup retry Approaching warning sidebands or limits of adjustment 	No	A message is written to the log. The IMAGER should be able to continue automatically.

Note

This table describes general LOCAL PANEL display. See the errors for information about LOCAL PANEL notifications and "alarms".

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Error 01-000: General CONFIGURATION AND CONTROL SUBSYSTEM Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	General Error in Configuration and Control Subsystem	NORMAL	3-Notify

Description

A general, non-specific error has occurred in the CONFIGURATION AND CONTROL SUBSYSTEM.

Result of Error

Unknown. This is an unexpected or unknown error and it is not possible to document specific details.

User Action

None

FE Action

Error 01-001: Maximum Number of Restarts Exceeded

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Maximum Number of Restarts Exceeded for xxxx (xxxx is the subsystem or component name)	NORMAL	2-Warning

Description

When a subsystem or component generates a non-recoverable, CONFIGURATION AND CONTROL will attempt to shutdown and restart it. This error means that CONFIGURATION AND CONTROL has initiated more than the number of allowed restarts.

Result of Error

The system will continue to run normally, unless the subsystem or component in question cannot run any longer.

User Action

None

FE Action

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Error 01-002: Error Reading Configuration Information

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Error Reading Configuration	NORMAL	2-Warning
(No alarm)	Information		

Description

An error occurred when reading the CONFIGURATION AND CONTROL SUBSYSTEM configuration information.

Result of Error

The CONFIGURATION AND CONTROL SUBSYSTEM might not execute correctly.

User Action

None

FE Action

Error 01-004: Error Starting a Subsystem

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software Error (Alarm sounds)	Error starting subsystem xxxx (xxxx is the subsystem name)		1-Alert

Description

An error occurred when attempting to start a subsystem.

Result of Error

The subsystem in question will not be started.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

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Error 01-005: Error Stopping a Subsystem

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
	Error stopping subsystem xxxx (xxxx is the subsystem name)	NORMAL	1-Alert

Description

An error occurred when attempting to stop a subsystem.

Result of Error

The subsystem in question might be running. Full shutdown will not occur.

User Action

None

FE Action

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Error 01-007: General Subsystem Communication Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
(No alarm)	Configuration and Control Subsystem cannot communicate with subsystem xxxx (xxxx is the subsystem name)	NORMAL	1-Alert

Description

An unknown error occurred when communicating with a subsystem.

Result of Error

The CONFIGURATION AND CONTROL SUBSYSTEM will attempt to start communications with the subsystem in question. If communications is lost, the subsystem will be shutdown and restarted.

User Action

None

FE Action

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Error 01-008: All Subsystems Started

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	All subsystems successfully	NORMAL	3-Notify
(No alarm)	started		

Description

All subsystems to be started by the CONFIGURATION AND CONTROL SUBSYSTEM have started.

Result of Error

None, the system will function normally.

User Action

None

FE Action

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Error 01-009: OPERATING SYSTEM Could Not Be Shut Down

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	OS could not be shut down	NORMAL	3-Notify
(No alarm)			

Description

The OPERATING SYSTEM did not complete shutting down in the expected time.

Result of Error

None, the system will function normally.

User Action

None

FE Action

Error 01-010: Subsystem Terminated Abnormally

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Subsystem xxxx terminated	NORMAL	3-Notify
(No alarm)	(xxxx is the subsystem name)		

Description

A subsystem that was started by the CONFIGURATION AND CONTROL SUBSYSTEM terminated abnormally.

Result of Error

The subsystem will not be available until it is restarted by the CONFIGURATION AND CONTROL SUBSYSTEM. The subsystem might cause associations to be rejected, or printing to be delayed.

User Action

None

FE Action

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Error 04-000: General DICOM INPUT PRINT SCP SUBSYSTEM Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	General Error in DICOM Input	NORMAL	3-Notify
(No alarm)	Print SCP Subsystem		

Description

A general, non-specific error has occurred in the DICOM INPUT PRINT SCP SUBSYSTEM.

Result of Error

Unknown. This is an unexpected or unknown error and it is not possible to document specific details.

User Action

None

FE Action

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Error 04-100: Limit on Number of Associations Exceeded

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Maximum Number of	NORMAL	1-Alert
(No alarm)	Associations Exceeded		

Description

The maximum number of associations is exceeded. The association is rejected.

Result of Error

The SCU will not be able to open an association, and will not be able to deliver a print. This is possibly a transient problem. The user cannot remedy this from the IMAGER. The DICOM result/reason codes available are:

- 2 rejected transient
- 3 local limit exceeded

User Action

None

FE Action

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Error 04-101: AE Title does not Correspond to a Recognized PRINTER

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	No Destination Matching	NORMAL	1-Alert
(No alarm)	Called AE Title		

Description

The AE title did not map to a destination that is available at this SCP.

Result of Error

The SCU will not be able to open an association, and will not be able to deliver a print job. This is a DICOM SCU configuration problem, not an operational error. The user cannot remedy this from the IMAGER. The DICOM result/reason codes available are:

- 1 rejected permanent
- 7 AE title not recognized

User Action

None

FE Action

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Error 04-110: Invalid Association Request

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	The association request was	NORMAL	1-Alert
(No alarm)	rejected		

Description

An association request was rejected for one or more of the following:

- The SCU did not indicate a UID.
- The SCU did not indicate an application context name.
- The "protocol" version is a 2 byte field; bit 0 must be 1.
- The SCU did not indicate any presentation context items to be negotiated.
- None of the presentation context items were successfully negotiated. This might occur, for example, when a DICOM STORE SCU tries to communicate with a DICOM PRINT SCP.

Result of Error

The SCU will not be able to open an association, and will not be able to deliver a print job. This is a DICOM SCU configuration problem, not an operational error. The user cannot remedy this from the IMAGER. The DICOM result/reason codes available are:

- 1 rejected permanent
- 7 AE title not recognized

User Action

None

FE Action

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Error 04-200: DISK Full

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Disk Full	Disk Full	NORMAL	1-Alert
(Alarm sounds)			

Description

The area of the DISK in which studies are stored is full.

Result of Error

If a study is in progress, it cannot be completed. New studies will not be started.

User Action

- 1. Delete jobs in the "unprintable jobs queue".
- 2. Load the correct film type for jobs in the "waiting for media queue".
- **3.** If the error occurs again, call Service.

FE Action

Error 04-201: Keep-Alive Message Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Send Keep-Alive Message	NORMAL	2-Warning
(No alarm)	Failed		

Description

The SCP might be configured to send packets to maintain a TCP/IP connection with an SCU, to which the SCU should reply. This error means that the SCU did not respond to the SCP's "Are You There?" packet.

Result of Error

The SCP will abort the association tied to this connection.

User Action

None

FE Action

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Error 04-202: Connection Is Lost

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Network lost connection	NORMAL	2-Warning

Description

The SCP has lost the network connection to an SCU.

Result of Error

The SCP will abort the association tied to this connection.

User Action

None

FE Action

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Error 04-300: PLUT is Missing

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
	Referencing PLUT Missing	NORMAL	1-Alert
(No alarm)			

Description

The PLUT indicated by tag (2050,0500) in the FILM BOX or IMAGE BOX is not present.

Result of Error

The MIM CORE will not process the print job. This is a DICOM SCU configuration problem, not an operational error. The user cannot remedy this from the IMAGER.

User Action

None

FE Action

Error 04-301: Missing Necessary Attribute

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
	Required attribute wwww (xxxx,yyyy) is missing from zzzz SOP (wwww (xxxx,yyyy) is the tag name and number; zzzz is the SOP name)	NORMAL	1-Alert

Description

A necessary attribute for the SOP is missing.

Result of Error

The SOP will not be processed. If the SOP is a FILM SESSION or FILM BOX, the pages will not be printed. This is a DICOM SCU configuration problem, not an operational error. The user cannot remedy this from the IMAGER.

User Action

None

FE Action

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Error 04-302: Invalid Attribute

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Invalid attribute wwww (xxxx,yyyy) encountered in zzzz SOP (wwww (xxxx,yyyy) is the tag name and number; zzzz is the SOP name)	NORMAL	1-Alert

Description

An invalid attribute for the SOP was found.

Result of Error

The SOP will not be processed. If the SOP is a FILM SESSION or FILM BOX, the pages will not be printed. This is a DICOM SCU configuration problem, not an operational error. The user cannot remedy this from the IMAGER.

User Action

None

FE Action

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Error 05-000: Error Unknown

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Error Unknown	NORMAL	2-Warning
(No alarm)			

Description

An unknown error has occurred in the STUDY RECLAMATION SUBSYSTEM.

Result of Error

Unknown. This is an unexpected or unknown error and it is not possible to document specific details.

User Action

None

FE Action

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Error 05-001: Error Reading Configuration Information

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Error reading configuration	NORMAL	2-Warning
(No alarm)	information		

Description

An error occurred reading the STUDY RECLAMATION SUBSYSTEM configuration information.

Result of Error

The STUDY RECLAMATION SUBSYSTEM might not execute correctly.

User Action

None

FE Action

Error 05-002: Study Reclamation Initiated

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	High water-mark reached. Scheduled study reclamation time reached	NORMAL	3-Notify

Description

Study reclamation is initiated because either the high-water mark is reached, or the scheduled time for study reclamation has occurred.

Result of Error

Completed studies will be removed from the system until the low-water mark is reached.

User Action

None

FE Action

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Error 05-003: Low-Water Mark Cannot be Reached

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Low water-mark could not be	NORMAL	3-Notify
(No alarm)	reached		

Description

The STORAGE RECOVERY SUBSYSTEM could not reach the low-water mark when running the STORAGE RECLAMATION ROUTINES.

Result of Error

None. The MIM CORE should continue to run normally. This warning might continue to be logged.

User Action

None

FE Action

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Error 05-004: Low-Water Mark Reached

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Low-water-mark reached	NORMAL	3-Notify
(No alarm)			

Description

Study reclamation has is completed because the low-water mark was successfully reached.

Result of Error

None

User Action

None

FE Action

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Error 05-005: Study Reclamation Shutting Down

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
	Study reclamation is shutting	NORMAL	3-Notify
(No alarm)	down		

Description

The STUDY RECLAMATION SUBSYSTEM has received a shutdown request.

Result of Error

None. Possibly the system is shutting down. Also, it might be that a configuration information change that needs the subsystem to be restarted.

User Action

None

FE Action

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Error 06-000: General DELIVERY SUBSYSTEM Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	General error in delivery	NORMAL	3-Notify
(No alarm)	subsystem		

Description

A general, non-specific error has occurred in the DELIVERY SUBSYSTEM.

Result of Error

Unknown. This is an unexpected or unknown error and it is not possible to document specific details.

User Action

None

FE Action

Error 06-001: General Start UP Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software Error (Alarm sounds)	General start up error	NORMAL	1-Alert

Description

A general error occurred starting the DELIVERY SUBSYSTEM.

Result of Error

Jobs will not be completed, as the software interface for the DELIVERY SUBSYSTEM could not be started.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Error 06-002: Bad or Missing Configuration Data

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software	9 9	NORMAL	1-Alert
Error	information		
(Alarm sounds)			

Description

An error occurred reading the DELIVERY SUBSYSTEM configuration information.

Result of Error

The DELIVERY SUBSYSTEM might not execute correctly.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

Error 06-101: Internal Job Processing Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software Error (Alarm sounds)	General job processing error. 1. Start up error	NORMAL	1-Alert
	2. Bad or missing configuration data		
	3. Resource allocation error		
	4. Mode switching error		
	5. Multi-threading error		
	6. Message exchange error		
	7. Status call back error		
	8. Inaccessible buffer		
	9. Job is null		
	10. System exception		
	11. Invalid parameter		

Description

The job delivery component has encountered an error. The specific error will be in the log.

Result of Error

The job might not be processed to completion because of an internal error.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

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Error 06-102: PRINTER Not Ready

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Printer not in ready state	NORMAL	2-Warning

Description

The PRINTER is not ready to receive delivery jobs.

Result of Error

Jobs will not be completed when the PRINTER is in this state.

User Action

None

FE Action

Error 06-103: Invalid Media

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software	Invalid media	NORMAL	1-Alert
Error			
(Alarm sounds)			

Description

An error occurred reading the DELIVERY SUBSYSTEM configuration information.

Result of Error

The job will not be completed.

User Action

- 1. Delete jobs in the "unprintable jobs queue".
- 2. Restart the LASER IMAGER from the LOCAL PANEL.
- **3.** Send another print job from the image source.
- 4. If the error occurs again, call Service.

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Error 06-104: Media Not Available

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Media unavailable	NORMAL	2-Warning
(No alarm)			

Description

The media is not available.

Result of Error

The job will not be completed.

User Action

None

FE Action

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Error 06-105: Page Delivery Success

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Page delivery success	NORMAL	3-Notify

Description

A page was successfully completed. This is not an error condition.

Result of Error

None

User Action

None

FE Action

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Error 06-106: Job Delivery Success

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Job delivery success	NORMAL	3-Notify

Description

A job was successfully completed. This is not an error condition.

Result of Error

None

User Action

None

FE Action

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Error 06-200: MIM Data Component Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software Error (Alarm sounds)	Database access error	NORMAL	1-Alert

Description

An error occurred when trying to access the MIM CORE DATABASE. The DATABASE might be corrupted, or a timeout occurred.

Result of Error

The job will not be completed.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

Error 06-300: Destination Business Logic Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software Error (Alarm sounds)	Database access error	NORMAL	1-Alert

Description

An error occurred in the DESTINATION BUSINESS LOGIC component. The DATABASE might be corrupted, or a timeout occurred.

Result of Error

The job will not be completed.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

Error 06-400: General Page Builder Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Image Page Error	General page builder error	NORMAL	1-Alert
(Alarm sounds)			

Description

A general page builder error has occurred. Conditions include:

- Performance timeout errors
- Dumping images at lower level
- Error initializing text, line lists, or variables

Result of Error

The page will not be completed.

User Action

- 1. Delete jobs in the "unprintable jobs queue".
- 2. Restart the LASER IMAGER from the LOCAL PANEL.
- 3. Send another print job from the image source.
- **4.** If the error occurs again, call Service.

Error 06-410: Rendering Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Image Rendering Error (Alarm sounds)	General error rendering the page	NORMAL	1-Alert
	2. Error after completion of chain-forming		
	3. Error rendering trim or rectangle		
	4. Error rendering text: xxxx (xxxx is the text to be rendered)		
	5. Error rendering icon: xxxx (xxxx is the name of the icon)		
	6. General error with algorithm parameters		

Description

The PAGE BUILDER component has encountered an error. The specific error will be in the log.

Result of Error

The page will not be processed because it could not be rendered because of an internal error.

User Action

- **1.** Delete jobs in the "unprintable jobs queue".
- 2. Restart the LASER IMAGER from the LOCAL PANEL.

- **3.** Send another print job from the image source.
- **4.** If the error occurs again, call Service.

Error 06-411: Bad Image Data

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Image Data Error (Alarm sounds)	Width and-or height less than zero	NORMAL	1-Alert
	2. Bits beyond pixel depth not zeroed		

Description

The PAGE BUILDER component has encountered an error. The specific error will be in the log.

Result of Error

The page will not be processed because it could not be rendered because of an internal error.

User Action

- 1. Delete jobs in the "unprintable jobs queue".
- 2. Restart the LASER IMAGER from the LOCAL PANEL.
- 3. Send another print job from the image source.
- 4. If the error occurs again, call Service.

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Error 06-412: Abort Requested

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Render abort requested	NORMAL	1-Alert

Description

The PAGE BUILDER component is asked to stop a rendering that is in progress.

Result of Error

The page will not be processed because rendering was stopped.

User Action

None

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Error 06-420: Invalid Data or Data Access Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software Error	Page width and/or height are less than zero	NORMAL	1-Alert
(Alarm sounds)	2. Invalid page band		
	3. Invalid coordinates for indicator icon (x1,y1), (x2,y2) - (x and y are the calculated icon coordinates)		
	4. Image size mismatch error		
	Error in cropping coordinates		
	6. The file xxxx could not be found (xxxx is the name of the image file)		
	Error reading image xxxx (xxxx is the name of the image file)		
	8. General error accessing database components		
	General error accessing page formatter		

Description

The PAGE BUILDER component has encountered an error. The specific error will be in the log.

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Result of Error

The page will not be processed because it could not be rendered because of an internal error.

User Action

- 1. Delete jobs in the "unprintable jobs queue".
- 2. Restart the LASER IMAGER from the LOCAL PANEL.
- **3.** Send another print job from the image source.
- 4. If the error occurs again, call Service.

Error 06-430: Chain-Building Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software Error (Alarm sounds)	General error building image processing chain	NORMAL	1-Alert
	2. Error in tonescaling: xxxx (xxxx is the specific tonescaling problem)		
	3. Error forming the color processing chain		
	4. Error in layout chain		
	5. Error forming the printer processing chain		

Description

The PAGE BUILDER component has encountered an error. The specific error will be in the log.

Result of Error

The page will not be completed.

User Action

- 1. Delete jobs in the "unprintable jobs queue".
- 2. Restart the LASER IMAGER from the LOCAL PANEL.
- **3.** Send another print job from the image source.
- **4.** If the error occurs again, call Service.

Error 06-500: Internal PAGE DELIVERY Component Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY	
None (No alarm)	1. BIND error. Code = xx; Page ID = yyy	NORMAL	NORMAL 1-Alert	1-Alert
	2. STAGE error. Code = xx; Page ID = yyy			
	3. PRINT error. Code = xx; Page ID = yyy			
	4. EXPOSE error. Code = xx; Page ID = yyy			
	5. Unknown error. Code = xx; Page ID = yyy			

Description

An internal error has occurred. The specific error will be in the log.

Result of Error

The job might not be completed because of an internal error communicating with the MIS. This is an error on an individual job, and does not affect PRINTER operation. The job will go to the undelivered queue.

User Action

None

FE Action

Error 06-501: Media Not Loaded

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Media xxxx not loaded (xxxx	NORMAL	2-Warning
(No alarm)	is the requested media)		

Description

The requested media is not loaded in the PRINTER.

Result of Error

The job will not be completed until the media is loaded.

User Action

None

FE Action

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Error 06-502: Media Needs Calibration

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Media xxxx requires calibration (xxxx is the requested media)	NORMAL	2-Warning

Description

The media is not calibrated.

Result of Error

The job will not be completed until the media is calibrated.

User Action

None

FE Action

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Error 06-503: Media is Calibrating

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Media xxxx is calibrating	NORMAL	3-Notify
(No alarm)	(xxxx is the requested media)		

Description

The media is calibrating.

Result of Error

Jobs will not be completed until the calibration cycle is complete.

User Action

None

FE Action

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Error 06-504: Calibration Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Error calibrating media xxxx (xxxx is the media that failed calibration)	NORMAL	3-Notify

Description

An error occurred during media calibration.

Result of Error

Jobs might not be completed because the media could not be calibrated.

User Action

None

FE Action

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Error 06-505: Media is Empty

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Media xxxx is empty (xxxx is	NORMAL	2-Warning
(No alarm)	the requested media)		

Description

The media is empty.

Result of Error

The job will not be completed until the media is loaded.

User Action

None

FE Action

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Error 06-506: Jam in Media

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Media xxxx is jammed (xxxx	NORMAL	2-Warning
(No alarm)	is the requested media)		

Description

There is a jam in the media.

Result of Error

The job will not be completed until the media jam is cleared.

User Action

None

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Error 06-600: General Delivery Engine Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIM Core: Internal Software	General error in delivery	NORMAL	1-Alert
Error	subsystem		
(Alarm sounds)			

Description

A general, non-specific error has occurred in the DELIVERY SUBSYSTEM.

Result of Error

Unknown. This is an unexpected or unknown error and it is not possible to document specific details.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

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Error 10-001: Internal Software Error in MIS

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIS: Internal Software Error (Alarm sounds)	MIS internal error	PRINTER DOWN	0-Fatal

Description

This indicates any of a number of errors that indicate that internal software functionality of the MCS INTERFACE SERVER (MIS) SUBSYSTEM has failed. Examples include: continual memory failures, object creations failing, system call failures.

Result of Error

The DRE is not functional.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

- 1 Make a copy of the log with the error.
- 2 Send the log to Service Engineering.
- **3** Make a copy of the system configuration.
- 4 Load new system software.
- **5** Restore the system configuration

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Error 10-003: Image Buffer Error in MIS

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIS: Image Buffer Error (Alarm sounds)	MIS image buffer error	PRINTER DOWN	0-Fatal

Description

This indicates any of a number of errors that indicate that image memory buffer functionality of the MCS INTERFACE SERVER (MIS) SUBSYSTEM has failed.

Result of Error

The DRE is not functional.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

- 1 Make a copy of the log with the error.
- **2** Send the log to Service Engineering.
- **3** Make a copy of the system configuration.
- **4** Load new system software.
- **5** Restore the system configuration

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Error 10-015: Database Error in MIS

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIS: Database Error	MIS Database Error	CHECK	1-Alert
(Alarm sounds)		PRINTER	

Description

This indicates any of a number of errors indicating that database software functionality of the MCS INTERFACE SERVER (MIS) SUBSYSTEM has failed. Examples include: SQL SERVER down, incorrect database table installation, database read, write, or update failed.

Result of Error

The PRINTER can receive jobs and print, but cannot track total print counts, prints to PM, prints to FILTER change, or the history of CARTRIDGE and calibration data.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

- 1 Make a copy of the log with the error.
- **2** Send the log to Service Engineering.
- **3** Make a copy of the system configuration.
- **4** Load new system software.
- 5 Restore the system configuration

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Error 10-910: No Communications with the MCS

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MIS: MCS Communications	MIS to MCS Communications	PRINTER DOWN	0-Fatal
Failure (Alarm sounds)	Fail		

Description

This error occurs when the MCS does not respond to the MIS. This error is a fatal error that will result in a service call.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive jobs but new films will not be initiated. Films in progress will not be completed.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

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Error 12-075: LOCAL PANEL Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Local Panel Internal Error	NORMAL	1-Alert
(No alarm)			

Description

General internal error detected in the LOCAL PANEL SUBSYSTEM. The log message will have additional details.

Result of Error

The LOCAL PANEL might not function correctly, but it can continue operating. It is possible that a specific functionality is not available.

User Action

None

FE Action

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Error 12-080: Software Update Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Software Update Failure	NORMAL	1-Alert
(No alarm)			

Description

The LOCAL PANEL cover screen was notified that the software update was not successfully completed. The error is logged, and it cannot be cleared until the system is "re-ghosted".

Result of Error

The system is unusable because the failed software update could have left the system in any state. It is unknown if diagnostic quality images can be generated. Images will not be printed.

User Action

None

FE Action

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Error 12-085: LOCAL PANEL Flash Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Local Panel - Flash Access	NORMAL	1-Alert
(No alarm)	Error		

Description

This error occurs when a problem with the FLASH device (hardware or DRIVER) is encountered when the LOCAL PANEL is attempting to use it. The log message will have additional details.

Result of Error

The LOCAL PANEL cannot interact with the system FLASH. The LOCAL PANEL can continue operating. It is possible that backup/restore is not available.

User Action

None

FE Action

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Error 13-001: SERVICE TOOL Internal Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	General Error in Service Tool	NORMAL	3-Notify
(No alarm)	Subsystem		

Description

A SERVICE TOOL internal error has occurred. This indicates any of a number of errors indicating that internal software functionality of the SERVICE TOOL SUBSYSTEM has failed. This could be: continual memory failures, object creations failing, system call failures, COMMON SERVICE PLATFORM (CSP) errors.

Result of Error

Service operations might not be operating correctly. The DRE should be functional, but might not respond correctly to the service function or the function might fail.

User Action

None

FE Action

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Error 13-002: SERVICE TOOL Database Error

Messages

LOG	DICOM	SEVERITY
ervice Tool Database Error	NORMAL	3-Notify
e		

Description

This indicates any of a number of errors indicating that database software functionality of the SERVICE TOOL SUBSYSTEM has failed. This could be: database read, write, or update failed.

Result of Error

Service operations might not be operating correctly, particularly diagnostic operations. The DRE should be functional, but might not respond correctly to the service function, or the function might fail.

User Action

None

FE Action

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Error 20-004: USB Did Not initialize

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
USB failure	USB failed to initialize	PRINTER DOWN	0-Fatal
(Alarm sounds)			

Description

This error occurs when the DRE cannot successfully initialize the USB circuits and cannot transfer image data. The error can be caused by a disconnected or malfunctioning USB CABLE or by a problem in the USB circuits in the DRE computer or in the DATAPATH BOARD. The error is cleared when power is cycled on the IMAGER.

Result of Error

The DRE is not functional.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- **1** De-energize then energize the LASER IMAGER.
- 2 Check the connection on the DATAPATH USB CABLE.
- 3 Install a new HARD DRIVE. See the ADJUSTMENTS AND REPLACEMENTS, HARD DRIVE DRE AY.
- 4 Install a new DRE. See the ADJUSTMENTS AND REPLACEMENTS, **DICOM RASTER ENGINE (DRE)**.

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Error 20-154: MCS HARD DRIVE Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
MCS: Internal Communications Failure (Alarm sounds)	MCS failed to read/write to the hard drive	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS MICROCONTROLLER detect an error when reading or writing from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print film. The SPOOLER is able to receive and queue jobs, but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- **1** De-energize then energize the LASER IMAGER.
- **2** "Re-ghost" the DRE SOFTWARE.
- 3 Install a new HARD DRIVE. See the ADJUSTMENTS AND REPLACEMENTS, HARD DRIVE DRE AY.
- 4 Install a new DRE. See the ADJUSTMENTS AND REPLACEMENTS, **DICOM RASTER ENGINE (DRE)**.

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Error 20-156: Incompatible Software Versions Installed

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Incompatible Software Versions Installed (Alarm sounds)	One or more micros have software versions installed that are incompatible with the MCS version	PRINTER DOWN	0-Fatal

Description

This error occurs during MCS diagnostics when the MCS determines that the software version of one or more of the MICROCONTROLLERS is not compatible with the MCS software version. This error should occur only when new MCS software is installed or updated. This error is cleared when MCS diagnostics pass.

Result of Error

The PRINTER cannot print film. The SPOOLER is able to receive jobs, but new films will not be initiated. Films in progress will not be completed.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- **1** De-energize then energize the LASER IMAGER.
- **2** Use the SERVICE TOOL to check that the version of software in each MICRO BOARD is the same as that in the MCS MASTER CPU.
- **3** Upgrade ("flash") the MICROCONTROLLER SOFTWARE.
- 4 Load a new version of the MCS SOFTWARE.

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- 5 Install a new MICRO BOARD.
- 6 Install a new HARD DRIVE. See the ADJUSTMENTS AND REPLACEMENTS, HARD DRIVE DRE AY.
- 7 Install a new DRE. See the ADJUSTMENTS AND REPLACEMENTS, **DICOM RASTER ENGINE (DRE)**.

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Error 20-209: LASER IMAGER Opened During Self-Test

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Laser Imager Opened During Self-Test (Alarm sounds)	Door or Drawer Opened During Self-Test	PRINTER DOWN	0-Fatal

Description

This error occurs during MCS diagnostics when the IMAGER determines that a DOOR or a DRAWER was opened during running of the Self-Test. The error is cleared when power is cycled on the IMAGER.

Result of Error

The IMAGER cannot print film. The SPOOLER is able to receive jobs, but new films will not be initiated. Films in progress will not be completed.

User Action

- 1 Close all open DRAWERS and DOORS.
- 2 Restart the LASER IMAGER from the LOCAL PANEL.
- 3 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 Close the open DOOR or DRAWER.
- 2 De-energize then energize the LASER IMAGER.

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3 Do the following:

Check:	If an existing problem:
LATCH	
LATCH SENSOR	Install a new LATCH POSITION SENSOR. See the ILLUSTRATED PARTS LIST, MAIN AY - Side Components.
LATCH SPRING	Install a new SPRING. See the ILLUSTRATED PARTS LIST, MAIN AY - Top Components.
LATCH MOTOR	Install a new LATCH MOTOR BRACKET AY. See the ILLUSTRATED PARTS LIST, MAIN AY - Side Components.
BLINDMATE CONNECTOR	Adjust the BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET.

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Error 20-550: Preventive Maintenance Necessary

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Preventive Maintenance	NORMAL	3-Notify
(No Alarm)	Required		

Description

The PM message is written to the log when the sheet count exceeds the PM sheet count limit. An indicator on the LOCAL PANEL is used to notify the operator of the PM requirement.

Result of Error

None

User Action

1 Notify Service that PM is necessary.

FE Action

1 Do the PM.

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Error 20-551: PROCESSOR FILTER Maintenance Necessary

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Processor Filter Maintenance	NORMAL	3-Notify
(No Alarm)	Required		

Description

The PM message is written to the log when the sheet count exceeds the sheet count limit for the Preventive Maintenance Module (PMM). An indicator on the LOCAL PANEL is used to notify the operator of the PM requirement.

Result of Error

None

User Action

1 If at 15,000, 45,000, 75,000, etc. Replace PMM MODULE.

FE Action

1 Change the PMM.

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Error 20-913: DRE Data Transfer Error Notification

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
,	Image transfer failure. Wrong number of bytes transferred in the allotted time frame.	NORMAL	3-Notify

Description

This error occurs when the wrong number of pixels is transferred between the DRE and the DPB in the allotted time frame. The faulty image will be printed. The job will be failed, placed in the undelivered queue, and rescheduled for delivery.



Error 20-915 is generated when this problem is detected on 3 successive films.

Result of Error

None - the system will function normally.

User Action

None

FE Action

None, this is a log notification only.

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Error 20-915: DRE Data Transfer Fatal Error Detected

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Internal Image Data Transfer Failed (Alarm sounds)	Image transfer failure after multiple attempts. Wrong number of bytes delivered in the allotted time frame.	ELEC DOWN	0-Fatal

Description

This error occurs when the wrong number of pixels is transferred between the DRE and the DPB in the allotted time frame on 3 successive films. A faulty image is printed on each failure. Jobs associated with the faulty image will be failed, placed in the undelivered queue, and rescheduled for delivery. The error is cleared when the IMAGER power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs, but new films will not be initiated. Films downstream of the subsystem will be completed. All other films must be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Install a new DATAPATH USB CABLE from the DRE to the OPTICS MODULE.
- 3 Install a new HARD DRIVE. See the ADJUSTMENTS AND REPLACEMENTS, HARD DRIVE DRE AY.

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- 4 Install a new DRE. See the ADJUSTMENTS AND REPLACEMENTS, **DICOM RASTER ENGINE (DRE)**.
- 5 Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 20-917: DRE Data Transfer Timing Error Notification

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Image transfer failure.	NORMAL	3-Notify
(No Alarm)	Transfer rate inadequate.		

Description

This error occurs when the rate of image data transfer between the DRE and DPB is inadequate to feed the EXPOSURE TRANSPORT SUBSYSTEM. A faulty image is printed on each failure. The job will be failed, placed in the undelivered queue, and rescheduled for delivery.



Note

Error 20-918 is generated when this problem is detected on 3 successive films.

Result of Error

None - the system will function normally.

User Action

None

FE Action

None, this is a log notification only.

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Error 20-918: DRE Data Transfer Too Slow. Fatal Timing Error Detected

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Internal Image Data Transfer Failed (Alarm sounds)	Image transfer failure after multiple attempts. Transfer rate inadequate.	ELEC DOWN	0-Fatal

Description

This error occurs when the rate of image data transfer between the DRE and DPB is inadequate to feed the EXPOSURE TRANSPORT SUBSYSTEM on 3 successive films. A faulty image is printed on each failure. Jobs associated with the faulty image will be failed, placed in the undelivered queue, and rescheduled for delivery. The error is cleared when the IMAGER power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs, but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Install a new DATAPATH USB CABLE from the DRE to the OPTICS MODULE.
- 3 Install a new HARD DRIVE. See the ADJUSTMENTS AND REPLACEMENTS, HARD DRIVE DRE AY.

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- 4 Install a new DRE. See the ADJUSTMENTS AND REPLACEMENTS, **DICOM RASTER ENGINE (DRE)**.
- 5 Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 20-919: DRE Image Render Not Complete

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Internal Image Data Render Failed (Alarm sounds)	Image render did not complete	ELEC DOWN	0-Fatal

Description

This error occurs when image data transfer between the DRE and the MCS does not complete within a the expected time. The error is cleared when the IMAGER power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs, but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- **1** De-energize then energize the LASER IMAGER.
- 2 Install a new DATAPATH USB CABLE from the DRE to the OPTICS MODULE.
- 3 Install a new HARD DRIVE. See the ADJUSTMENTS AND REPLACEMENTS, HARD DRIVE DRE AY.
- 4 Install a new DRE. See the ADJUSTMENTS AND REPLACEMENTS, **DICOM RASTER ENGINE (DRE)**.

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5 Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 21-116, 22-116, or 23-116: Film Pickup Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Jam in Area 1: xxxxx Supply (Alarm sounds)	xxxxx Supply: Film Pickup Failure. Film at Feed (S5) sensor failed to detect film leading edge	FILM JAM	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22. LOWER DRAWER (L) = 23.

This error occurs if after 3 attempts, the IMAGER cannot lift a sheet of film and place it into the feed position, indicated when leading edge is detected by the PICKUP FILM AT FEED SENSOR (S5x). All other steps of the pickup sequence must complete successfully for this error to occur. The error is cleared when the SUPPLY DRAWER is closed, as indicated by the SUPPLY DRAWER INTERLOCK.

Result of Error

The system cannot make a print from the SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Open the DRAWER.
- 2 Close the CARTRIDGE to prevent film fog.
- **3** Remove any loose films.
- 4 Close the DRAWER.

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FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- **1** De-energize then energize the LASER IMAGER.
- **2** Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
For a film jam.	Remove films.
For an obstruction.	Remove the obstruction.
CONNECTORS and CABLES	Seat all CONNECTORS.
For dirty ROLLERS.	Clean the ROLLERS.
ROLLERS	Install new ROLLERS.
E-RINGS on MOTORS and ROLLERS	Install new E-RINGS. See the ILLUSTRATED PARTS LIST, PICKUP AY - ROLLERS and DRIVE Section.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
PICKUP FILM AT FEED SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, FILM AT FEED (S5) - PICKUP AY.
PICKUP FEED ROLLER OPEN/CLOSE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, FEED ROLLER OPEN/CLOSE (M1) - PICKUP AY.
PICKUP FEED ROLLER DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, FEED ROLLER DRIVE (M2) - PICKUP AY.
FEED ROLLER DRIVE MOTOR BELT	Install a new BELTS. See the ADJUSTMENTS AND REPLACEMENTS, BELTS, ROLLER DRIVE and ROLLER OPEN/CLOSE - PICKUP AY.
PICKUP DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M3) - PICKUP AY.

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Check:	If an existing problem:
VACUUM PUMP	Install a new PUMP. See the ADJUSTMENTS AND REPLACEMENTS, VACUUM PUMP - PICKUP AY.
VACUUM VALVE	Install a new VALVE. See the ADJUSTMENTS AND REPLACEMENTS, VACUUM RELIEF VALVE - PICKUP AY.
IDLER ROLLER TENSION SPRING	Install a new SPRING. See the ILLUSTRATED PARTS LIST, PICKUP AY - ROLLERS and DRIVE Section.
WIRING HARNESS	Install a new HARNESS. See the ILLUSTRATED PARTS LIST, PICKUP AY - HARNESS and TUBING.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.
SUCTION CUPS	Install new SUCTION CUPS. See the ADJUSTMENTS AND REPLACEMENTS, SUCTION CUPS - PICKUP AY.
CUP CARRIAGE	Check that the CUP CARRIAGE assembly moves freely up and down. If not, check that the CUP CARRIAGE does not have debris; cups are clean and not deformed; springs are not bound.

3 Install a new PICKUP AY. See the ADJUSTMENTS AND REPLACEMENTS, PICKUP AY.

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Error 21-117, 22-117, or 23-117: Film Pickup Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No Alarm)	xxxxx Supply: Film Pickup Retry. Film at Feed Sensor (S5) failed to activate in specified time.	NORMAL	3-Notify

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22. LOWER DRAWER (L) = 23.

This message is written to the log file if the IMAGER does not lift up a sheet of film and place it into feed position on the first or second attempt. The error is detected by the FILM AT FEED SENSOR (S5x) when the leading edge of the film does not reach the SENSOR.

■ Note

Error 2x-116 is generated when this problem is detected on 3 successive failures.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 21-118, 22-118, or 23-118: PICKUP Did Not Go Home

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Internal	xxxxx Supply: Pickup Home	FILM TRANS	1-Alert
Hardware Failure	Sensor (S1) failed to sense	ERR	
(Alarm sounds)	pickup assembly.		

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22. LOWER DRAWER (L) = 23.

This error occurs if the PICKUP ASSEMBLY does not leave the Home position at the beginning of a pickup cycle or does not reach Home position at the end of the pickup cycle, as indicated by the PICKUP HOME SENSOR (S1x). The error is cleared when the IMAGER power is cycled.

Result of Error

The system cannot make a print from the SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET.
PICKUP HOME SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CUPS ENGAGED (S2) and PICKUP HOME (S1) - PICKUP AY.
CUPS ENGAGED SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CUPS ENGAGED (S2) and PICKUP HOME (S1) - PICKUP AY.
ROLLER DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, FEED ROLLER DRIVE (M2) - PICKUP AY.
ROLLER DRIVE MOTOR BELT	Install a new BELTS. See the ADJUSTMENTS AND REPLACEMENTS, BELTS, ROLLER DRIVE and ROLLER OPEN/CLOSE - PICKUP AY.
PICKUP DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M3) - PICKUP AY.
TENSION CABLES	Install a new
WIRING HARNESS	Install a new HARNESS. See the ILLUSTRATED PARTS LIST, PICKUP AY - HARNESS and TUBING.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

3 Install a new PICKUP AY. See the ADJUSTMENTS AND REPLACEMENTS, PICKUP AY.

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Error 21-119, 22-119, or 23-119: Film Contact Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Internal Hardware Failure (Alarm sounds)	xxxxx Supply: Cups engaged sensor (S2) failed to confirm that the pickup arm assembly lowered and contacted film	FILM TRANS ERR	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22. LOWER DRAWER (L) = 23.

This error occurs only when attempting to pick up a film or checking for film in the CARTRIDGE. After the PICKUP HOME SENSOR (S1x) acknowledged that the PICKUP assembly left the home position, the CUPS ENGAGED SENSOR (S2x) did not acknowledge that the PICKUP HEEL successfully made contact with the surface of the film pack. Because the PICKUP DRIVE MOTOR (M3) was operating long enough to leave home, the most possible cause is a failed CUPS ENGAGED SENSOR (S2x). A FILM OUT SENSOR (S3x) that failed in the unblocked state might also be a cause. The error is cleared when the IMAGER power is cycled.

Result of Error

The system cannot make a print from the SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

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FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- **1** De-energize then energize the LASER IMAGER.
- **2** Check the mechanical operation:
 - •
 - •
 - •

3 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
FILM OUT SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, FILM OUT (S3) - PICKUP AY.
CUPS ENGAGED SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CUPS ENGAGED (S2) and PICKUP HOME (S1) - PICKUP AY.
ROLLER DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, FEED ROLLER DRIVE (M2) - PICKUP AY.
ROLLER DRIVE MOTOR BELT	Install a new BELTS. See the ADJUSTMENTS AND REPLACEMENTS, BELTS, ROLLER DRIVE and ROLLER OPEN/CLOSE - PICKUP AY.
PICKUP DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M3) - PICKUP AY.
TENSION SPRINGS	Install a new SPRING.

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Check:	If an existing problem:
	Install a new HARNESS. See the ILLUSTRATED PARTS LIST, PICKUP AY - HARNESS and TUBING.
	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

4 Install a new PICKUP AY. See the ADJUSTMENTS AND REPLACEMENTS, PICKUP AY.

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Error 21-120, 22-120, or 23-120: CUPS Engaged Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: internal Hardware Failure (Alarm sounds)	xxxxx Supply: Cups engaged sensor (S2) failed to confirm proper completion of the vacuum cup arm movement after multiple attempts	FILM TRANS ERR	1-Alert

Description



Note

UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22. LOWER DRAWER (L) = 23.

This error occurs only when attempting to pick up a film. After the PICKUP HEEL was acknowledged down on the surface of the film pack, the CUPS ENGAGED SENSOR (S2x) did not acknowledge proper movement of the PICKUP VACUUM ARM to separate and pick up 1 film from the film pack after 9 attempts. This movement involves only the PICKUP DRIVE MOTOR (M3x) and the CUPS ENGAGED SENSOR (S2x), so it is possible that one of these components failed or the film pack is blocked (stuck together), preventing the movement of the PICKUP VACUUM ARM. The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot make a print from the SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- **2** If the error occurs again, call Service.

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FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
If HEEL LOCK is engaged	Disengage the HEEL LOCK.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
CUPS ENGAGED SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CUPS ENGAGED (S2) and PICKUP HOME (S1) - PICKUP AY.
ROLLER DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, FEED ROLLER DRIVE (M2) - PICKUP AY.
ROLLER DRIVE MOTOR BELT	Install a new BELTS. See the ADJUSTMENTS AND REPLACEMENTS, BELTS, ROLLER DRIVE and ROLLER OPEN/CLOSE - PICKUP AY.
PICKUP DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M3) - PICKUP AY.
TENSION SPRINGS	Install a new SPRING.
WIRING HARNESS	Install a new HARNESS. See the ILLUSTRATED PARTS LIST, PICKUP AY - HARNESS and TUBING.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

3 Install a new PICKUP AY. See the ADJUSTMENTS AND REPLACEMENTS, PICKUP AY.

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Error 21-125, 22-125, or 23-125: FEED ROLLER Nip Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Internal Hardware Failure (Alarm sounds)	xxxxx Supply: Feed Roller Sensor (S4) failed to detect feed roller open/closed position.	FILM TRANS ERR	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22. LOWER DRAWER (L) = 23.

This error occurs if the FEED ROLLER POSITION SENSOR (S4x) does not change from unblocked to blocked when the ROLLER is opening, or from blocked to unblocked when the ROLLER is closing. Either the FEED ROLLER OPEN/CLOSE MOTOR (M1x) did not power on to move the ROLLER, or the SENSOR did not detect the motion. The error is cleared when the IMAGER is power cycled.

Result of Error

The system cannot make a print from the SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
FEED ROLLER POSITION SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, FEED ROLLER POSITION (S4) - PICKUP AY.
ROLLER DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, FEED ROLLER DRIVE (M2) - PICKUP AY.
PICKUP DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M3) - PICKUP AY.
ROLLERS	Install a new ROLLER.

3 Install a new PICKUP AY. See the ADJUSTMENTS AND REPLACEMENTS, PICKUP AY.

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Error 21-126, 22-126, or 23-126: Jam at Feeder

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Jam in Area 1: xxxxx Supply (Alarm sounds)	xxxxx Supply: Film Jam - Film at Feed Sensor (S5) failed to activate in specified time	FILM JAM	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22. LOWER DRAWER (L) = 23.

This error occurs if the leading edge of the film does not clear the FILM AT FEED SENSOR (S5x) when the film is moved into the FILM REGISTRATION. (Note: The SENSOR (S5x) can only detect the leading edge of the film momentarily; it cannot detect the center or the trailing edge of the film.) The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs, but new films will not be started. Films downstream of the subsystem will be completed. All other films must be reprinted.

User Action

- 1 Open the DRAWER.
- **2** Close the CARTRIDGE to prevent film fog.
- 3 Remove any film jams.
- 4 Close the DRAWER.

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FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
For a film jam	Remove films.
For an obstruction	Remove the obstruction.
CONNECTORS and CABLES	Seat all CONNECTORS.
ROLLERS	Install new ROLLERS.
FILM AT FEED SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, FILM AT FEED (S5) - PICKUP AY.
FEED ROLLER OPEN/ CLOSE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, FEED ROLLER OPEN/CLOSE (M1) - PICKUP AY.
ROLLER DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, FEED ROLLER DRIVE (M2) - PICKUP AY.
PICKUP DRIVE MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M3) - PICKUP AY.

3 Install a new PICKUP AY. See the ADJUSTMENTS AND REPLACEMENTS, PICKUP AY.

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Error 21-139, 22-139, or 23-139: Unable to Read or Write to RF TAG

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Unable to Identify Film Cartridge (Alarm sounds)	xxxxx Supply: RF Tag Reader failed to Read or Write RF Tag data on film cartridge in	BAD SUPPLY MGZ	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

The IMAGER attempts to read the RF TAG on the FILM CARTRIDGE up to 10 times after the SUPPLY DRAWER is closed and at power up. If all attempts fail, the error is generated. This error is also generated when the IMAGER fails to write to the RF TAG successfully. The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot make a print from the SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
RF TAG ANTENNA CABLE	1. Seat the CONNECTOR.
	2. Install a new HARNESS. See the ADJUSTMENTS AND REPLACEMENTS, HARNESS - ROLLBACK AY.
RF ANTENNA BOARD	Install a new BOARD. See the ADJUSTMENTS AND REPLACEMENTS, RF ANTENNA BOARD AY - ROLLBACK AY.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

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Error 21-145, 22-145, or 23-145: Unsupported Media Type

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Unsupported Media Type	xxxxx Supply: Media Type located in cartridge is not	BAD SUPPLY MGZ	1-Alert
(Alarm sounds)	supported		

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

The IMAGER obtains the film type, CE mark and CR mark information from the RF TAG when the CARTRIDGE is loaded or when IMAGER power is applied. The error occurs if the IMAGER does not support the film type or if the IMAGER is configured (through the SERVICE TOOL) to reject this type or the CE/CR mark information. The error is cleared when the SUPPLY DRAWER is opened and closed (as indicated by SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot print from the UPPER SUPPLY DRAWER. The SPOOLER is able to receive and gueue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
RF TAG ANTENNA CABLE	1. Seat the CONNECTOR.
	2. Install a new HARNESS. See the ADJUSTMENTS AND REPLACEMENTS, HARNESS - ROLLBACK AY.
RF ANTENNA BOARD	Install a new BOARD. See the ADJUSTMENTS AND REPLACEMENTS, RF ANTENNA BOARD AY - ROLLBACK AY.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

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Error 21-146, 22-146, or 23-146: Unsupported Media Size

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Media Size	xxxxx Supply: Media Size located in cartridge is not supported.	BAD SUPPLY MGZ	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

The IMAGER obtains the media size information from the RF TAG when the CARTRIDGE is loaded or when the IMAGER power is turned on. This error occurs if the IMAGER does not support the size. The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
RF TAG ANTENNA CABLE	1. Seat the CONNECTOR.
	2. Install a new HARNESS. See the ADJUSTMENTS AND REPLACEMENTS, HARNESS - ROLLBACK AY.
RF ANTENNA BOARD	Install a new BOARD. See the ADJUSTMENTS AND REPLACEMENTS, RF ANTENNA BOARD AY - ROLLBACK AY.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

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Error 21-154, 22-154, or 23-154: Supply CONTROLLER NVRAM Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Internal Communications Failure (Alarm sounds)	xxxxx Supply: Microcontroller failed to read/write to NVRAM		1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs when the MICROCONTROLLER detects an error when attempting to read or write from NVRAM. The error clears only when the IMAGER power is cycled.

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
RF TAG ANTENNA CABLE	1. Seat the CONNECTOR.
	2. Install a new HARNESS. See the ADJUSTMENTS AND REPLACEMENTS, HARNESS - ROLLBACK AY.
RF ANTENNA BOARD	Install a new BOARD. See the ADJUSTMENTS AND REPLACEMENTS, RF ANTENNA BOARD AY - ROLLBACK AY.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

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Error 21-175, 22-175, or 23-175: ROLLBACK Did Not Engage CARTRIDGE

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Hardware o Cartridge Failure (Alarm sounds)	xxxxx Supply: Rollback Failed to Engage Cartridge	BAD SUPPLY MGZ	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs if the ROLLBACK reactivates at the home position (S6x) because the ROLLBACK is rotating in place. The ROLLBACK MOTOR is moving (because the HOME SENSOR changes state), but it does not move toward the OPEN SENSOR. A possible cause is a CARTRIDGE not correctly installed. The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET.
ROLLBACK HOME SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, HOME (S6) - ROLLBACK AY.
CARTRIDGE PRESENCE SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CARTRIDGE PRESENCE (S8) - ROLLBACK AY.
SENSOR FLAG	Install a new FLAG. See the ADJUSTMENTS AND REPLACEMENTS, FLAG - ROLLBACK AY.
MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR AY (M6) - ROLLBACK AY.
ROLLER NEST for obstructions or damage	Install a new NEST. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
ROLLER GEAR	Install a new GEAR. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
TENSION CABLES	Install a new CABLE. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
TENSION SPRINGS	Install a new SPRING. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
CHAIN for obstructions or	1. Remove obstruction.
damage	2. Install a new CHAIN. See the ADJUSTMENTS AND REPLACEMENTS, CHAIN - ROLLBACK AY.

³ Install a new ROLLBACK AY. See the ADJUSTMENTS AND REPLACEMENTS, ROLLBACK AY.

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Error 21-176, 22-176, or 23-176: FILM CARTRIDGE Did Not Open Fully

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Film Cartridge Failed to Open (Alarm sounds)	xxxxx Supply: Cartridge Open Sensor (S7) failed to activate in specified time	BAD SUPPLY MGZ	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs only when attempting to open a FILM CARTRIDGE. This error occurs if the ROLLBACK movement from the home position toward open is acknowledged by either the ROLLBACK HOME SENSOR (S6x) or the ROLLBACK OPEN SENSOR (S7x), but not both. Because the ROLLBACK MOTOR (M6x) was acknowledged to be operating, it is possible that one of the 2 SENSORS failed. The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
For obstructions	Remove obstructions.
For film jam	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
ROLLBACK HOME SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, HOME (S6) - ROLLBACK AY.
ROLLBACK OPEN SENSOR - use the SERVICE TOOL	Install a new SENSOR, OPEN (S7) - ROLLBACK AY.
SENSOR FLAG	Install a new FLAG. See the ADJUSTMENTS AND REPLACEMENTS, FLAG - ROLLBACK AY.
MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR AY (M6) - ROLLBACK AY.
ROLLER GEAR	Install a new GEAR. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
LATCH mechanism	Install a new LATCH. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
TENSION SPRINGS	Install a new SPRING. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
CHAIN for obstructions or	1. Remove obstruction.
damage	2. Install a new CHAIN. See the ADJUSTMENTS AND REPLACEMENTS, CHAIN - ROLLBACK AY.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

³ Install a new ROLLBACK AY. See the ADJUSTMENTS AND REPLACEMENTS, ROLLBACK AY.

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Error 21-177, 22-177, or 23-177: FILM CARTRIDGE Did Not Close

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
	xxxxx Supply: Rollback Home Sensor (S6) failed to activate in specified time		1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs only when attempting to close a FILM CARTRIDGE. (Note that an open CARTRIDGE operation does a close CARTRIDGE operation first, before attempting to open the CARTRIDGE.) This error occurs for all ROLLBACK close failure conditions except the condition described for error 2x-179. This is possibly a failure of the ROLLBACK HOME SENSOR (S6x), but this error can also be caused by failure of the ROLLBACK OPEN SENSOR (S7x) or by failure of the ROLLBACK MOTOR (M6x). The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK), or when power is cycled on the IMAGER.

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Open the DRAWER.
- 2 Close the CARTRIDGE to prevent film fog.
- 3 Close the DRAWER.
- 4 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- **1** De-energize then energize the LASER IMAGER.
- **2** Do the following:

Check:	If an existing problem:
For obstructions	Remove obstructions.
For film jam	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
ROLLBACK HOME SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, HOME (S6) - ROLLBACK AY.
ROLLBACK OPEN SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, OPEN (S7) - ROLLBACK AY.
SENSOR FLAG	Install a new FLAG. See the ADJUSTMENTS AND REPLACEMENTS, FLAG - ROLLBACK AY.
MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR AY (M6) - ROLLBACK AY.
ROLLER GEAR	Install a new GEAR. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
LATCH mechanism	Install a new LATCH. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
TENSION SPRINGS	Install a new SPRING. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.

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Check:	If an existing problem:
CHAIN for obstructions or	1. Remove obstruction.
damage	2. Install a new CHAIN. See the ADJUSTMENTS AND REPLACEMENTS, CHAIN - ROLLBACK AY.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

³ Install a new ROLLBACK AY. See the ADJUSTMENTS AND REPLACEMENTS, ROLLBACK AY.

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Error 21-178, 22-178, or 23-178: ROLLBACK Did Not Leave Home

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Film Cartridge Failed to Open (Alarm sounds)	xxxxx Supply: Rollback Home Sensor (S6) failed to deactivate in specified time	BAD SUPPLY MGZ	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs only when attempting to open a FILM CARTRIDGE. This error occurs if the ROLLBACK movement from the home position toward open is not acknowledged by the ROLLBACK HOME SENSOR (S6x) and also is not acknowledged by the ROLLBACK OPEN SENSOR (S7X). Because no ROLLBACK movement was detected, either the ROLLBACK MOTOR (M6X) failed, or both SENSORS failed. The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK), or when power is cycled on the IMAGER.

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

2 Do the following:

Check:	If an existing problem:
For obstructions	Remove obstructions.
For film jam	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
ROLLBACK HOME SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, HOME (S6) - ROLLBACK AY.
ROLLBACK OPEN SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, OPEN (S7) - ROLLBACK AY.
SENSOR FLAG	Install a new FLAG. See the ADJUSTMENTS AND REPLACEMENTS, FLAG - ROLLBACK AY.
MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR AY (M6) - ROLLBACK AY.
ROLLER GEAR	Install a new GEAR. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
LATCH mechanism	Install a new LATCH. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
TENSION SPRINGS	Install a new SPRING. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
CHAIN for obstructions or	1. Remove obstruction.
damage	2. Install a new CHAIN. See the ADJUSTMENTS AND REPLACEMENTS, CHAIN - ROLLBACK AY.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

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3 Install a new ROLLBACK AY. See the ADJUSTMENTS AND REPLACEMENTS, ROLLBACK AY.

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Error 21-179, 22-179, or 23-179: ROLLBACK Did Not Move From Open

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Film Cartridge Failed to Close (Alarm sounds)	xxxxx Supply: Cartridge Open Sensor (S7) failed to deactivate in specified time	BAD SUPPLY MGZ	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs only when attempting to close a FILM CARTRIDGE. (Note that an open CARTRIDGE operation does a close CARTRIDGE operation first, before attempting to open the CARTRIDGE.) This error occurs when the ROLLBACK OPEN SENSOR (S7x) does not acknowledge that the ROLLBACK moved from the ROLLBACK open position toward the home position (ROLLBACK closed). This is possibly a failure of the ROLLBACK OPEN SENSOR (S7x), but this error can also be caused by a ROLLBACK MOTOR (M6x) failure. The error is cleared when the SUPPLY DRAWER is closed (as indicated by the SUPPLY DRAWER INTERLOCK), or when power is cycled on the IMAGER.

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Open the DRAWER.
- 2 Close the CARTRIDGE to prevent film fog.
- 3 Close the DRAWER.
- 4 If the error occurs again, call Service.

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FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- **1** De-energize then energize the LASER IMAGER.
- **2** Do the following:

Check:	If an existing problem:
For obstructions	Remove obstructions.
For film jam	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
ROLLBACK HOME SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, HOME (S6) - ROLLBACK AY.
ROLLBACK OPEN SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, OPEN (S7) - ROLLBACK AY.
SENSOR FLAG	Install a new FLAG. See the ADJUSTMENTS AND REPLACEMENTS, FLAG - ROLLBACK AY.
MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR AY (M6) - ROLLBACK AY.
ROLLER GEAR	Install a new GEAR. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
LATCH mechanism	Install a new LATCH. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.
TENSION SPRINGS	Install a new SPRING. See the ILLUSTRATED PARTS LIST, ROLLBACK AY - Overview.

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Check:	If an existing problem:
CHAIN for obstructions or	1. Remove obstruction.
damage	2. Install a new CHAIN. See the ADJUSTMENTS AND REPLACEMENTS, CHAIN - ROLLBACK AY.
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

³ Install a new ROLLBACK AY. See the ADJUSTMENTS AND REPLACEMENTS, ROLLBACK AY.

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Error 21-320, 22-320, or 23-320: Jam Entering the ACCUMULATOR

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
1:xxxxx Supply (Alarm sounds)	xxxxx Supply: Film Jam Entering Accumulator: Accumulator Sensor S9 failed to detect film leading edge	FILM JAM	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs if the leading edge is not detected at the FILM REGISTRATION ACCUMULATOR FILM DETECT SENSOR (S9) after the leading edge of the film moves from the film feed area and enters the vertical transport area. Note that it is possible that the trailing edge of the film might be in the film feed area. The error is cleared when the IMAGER DOORS are opened then closed. Open is indicated by the I3 INTERLOCK (PROCESSOR and vertical DOOR) open. Close is indicated by the INTERLOCK closed.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Open all DOORS and the FILM DRAWER.
- **2** Remove any film jams in area 2.



Use the FILM FEED KNOB in area 2 to move the film down to the "bottom" access area.

3 Remove any film jams in area 1.

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- 4 Close all DOORS and the FILM DRAWER.
- **5** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
For film jam in area 1	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
ACCUMULATOR FILM DETECT SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, ACCUMULATOR FILM DETECT (S9) - FILM REGISTRATION AY.
REGISTRATION CLAMP SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CLAMP (S11) - FILM REGISTRATION AY.
REGISTRATION CLAMP MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, REGISTRATION CLAMP (M9) - FILM REGISTRATION AY.
FRB	Install a new FRB. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION BOARD (FRB) - FILM REGISTRATION AY.

3 Install a new FILM REGISTRATION AY. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION AY and ACCUMULATOR.

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Error 21-624, 22-624, or 23-624: Bad DENSITOMETER Data

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Film Calibration Failure (Alarm sounds)	xxxxx Supply: Calibration failed	CALIBRATION ERR	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs when the density readings from the calibration print are not monotonic or the DENSITOMETER did not locate exactly 21 steps in the CALIBRATION WEDGE. A possible cause is fogged or expired film. The error clears when another calibration is asked for or when the SUPPLY DRAWER closes (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
BELTS on TURNAROUND	Install a new BELT.
ROLLERS on TURNAROUND	Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 21-631, 22-631, or 23-631: Dmin Not Met

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Film Calibration Failure - Dmin Outside Target (Alarm sounds)	xxxxx Supply: Calibration failed - Dmin Not Met	CALIBRATION ERR	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs when the calibration sheet does not have a step with the necessary Dmin value. Possible causes are expired film or incorrect PROCESSOR temperature. The error clears when another calibration is asked for or when the SUPPLY DRAWER closes (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- **2** If the error occurs again, call Service.



The operator can "ignore" calibration for this FILM CARTRIDGE.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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- **1** De-energize then energize the LASER IMAGER.
- **2** Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
	Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 21-632, 22-632, or 23-632: Dmax Not Met

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Film Calibration Failure - Dmax Outside Target (Alarm sounds)	xxxxx Supply: Calibration failed - Dmax Not Met	CALIBRATION ERR	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs when the calibration sheet does not have a step with the necessary Dmax value. Possible causes are expired film or incorrect PROCESSOR temperature. The error clears when another calibration is asked for or when the SUPPLY DRAWER closes (as indicated by the SUPPLY DRAWER INTERLOCK).

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Install a new FILM CARTRIDGE.
- **2** If the error occurs again, call Service.



The operator can "ignore" calibration for this FILM CARTRIDGE.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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- **1** De-energize then energize the LASER IMAGER.
- **2** Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
CONNECTORS and CABLES	Seat all CONNECTORS.
	Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 21-922, 22-922, or 23-922: RF TAG Diagnostics Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
	xxxxx Supply: RF Tag reader failed self diagnostics	BAD SUPPLY MGZ	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

When the RF TAG READER is to run diagnostics and returns a diagnostics failure, the MCS commands a retry. This error occurs if the MICROCONTROLLER indicates a diagnostics failure after 3 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
RF TAG ANTENNA CABLE	1. Seat the CONNECTOR.
	2. Install a new HARNESS. See the ADJUSTMENTS AND REPLACEMENTS, HARNESS - ROLLBACK AY.
RF ANTENNA BOARD	Install a new BOARD. See the ADJUSTMENTS AND REPLACEMENTS, RF ANTENNA BOARD AY - ROLLBACK AY.

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Error 21-931, 22-931, or 23-931: SUPPLY CONTROLLER Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
xxxxx Supply: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with xxxxx Supply after multiple attempts	BAD SUPPLY MGZ	1-Alert

Description



UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The system cannot print from this SUPPLY DRAWER. The SPOOLER is able to receive and queue jobs, and print from any other available SUPPLY DRAWER.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS and CABLES to/from the PDB	Seat all CONNECTORS.
BLINDMATE CONNECTOR	Adjust THE BLINDMATE. See the ADJUSTMENTS AND REPLACEMENTS, BLINDMATE BRACKET .
FSB	Install a new FSB. See the ADJUSTMENTS AND REPLACEMENTS, FILM SUPPLY BOARD (FSB) AY - PICKUP AY.

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Error 21-932, 22-932, or 23-932: SUPPLY CONTROLLER Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	MCS failed to communicate with xxxxx Supply	NORMAL	3-Notify

_			
Des	cri	nti	On.
DCO	CI I	PLI	OII.

Note

UPPER DRAWER (U) = 21. MIDDLE DRAWER (M) = 22, LOWER DRAWER (L) = 23.

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response. The error is cleared when power is cycled on the IMAGER.

Note

Error 2x-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 26-321: Jam Exiting ACCUMULATOR

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Jam in Area 2 (Alarm sounds)	Film Jam Exiting Accumulator: Accumulator Sensor S9 failed to detect film trailing edge	FILM JAM	1-Alert

Description

This error occurs if the trailing edge is not detected at the FILM REGISTRATION ACCUMULATOR FILM DETECT SENSOR (S9) after the film moves from the FILM REGISTRATION ACCUMULATOR area. The error is cleared when the IMAGER DOORS are opened then closed. Open is indicated by the I3 INTERLOCK (PROCESSOR and vertical DOOR) open. Close is indicated by the I3 INTERLOCK closed.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Open all DOORS on the IMAGER.
- 2 Remove any film jams in area 2.



Use the FILM FEED KNOB in area 2 to move the film down to the "bottom" access area.

- 3 Close all DOORS.
- 4 If the error occurs again, call Service.

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FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
For film jam in area 2	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
BELTS	Install new BELTS.
ACCUMULATOR FILM DETECT SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, ACCUMULATOR FILM DETECT (S9) - FILM REGISTRATION AY.
REGISTRATION CLAMP SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CLAMP (S11) - FILM REGISTRATION AY.
ROLLER DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR AY, REGISTRATION DRIVE (M8) - FILM REGISTRATION AY.
FRB	Install a new FRB. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION BOARD (FRB) - FILM REGISTRATION AY.

3 Install a new FILM REGISTRATION AY. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION AY and ACCUMULATOR.

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Error 26-325: Jam Entering EXPOSURE TRANSPORT

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Jam in Area 2 (Alarm sounds)	Film Jam Entering Exposure Transport: Exposure Entrance Sensor S12 failed to detect film leading edge	FILM JAM	1-Alert

Description

This error occurs if the leading edge is not detected at the EXPOSURE TRANSPORT ENTRANCE SENSOR (S12) after the film moves from the FILM REGISTRATION area. The error is cleared when the IMAGER DOORS are opened then closed. Open is indicated by the I3 INTERLOCK (PROCESSOR and vertical DOOR) open. Close is indicated by the I3 INTERLOCK closed.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Open all DOORS on the IMAGER.
- 2 Remove any film jams in area 2.



Use the FILM FEED KNOB in area 2 to move the film down to the "bottom" access area.

- 3 Close all DOORS.
- 4 If the error occurs again, call Service.

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FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
For film jam in area 2	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
BELTS	Install new BELTS.
EXPOSURE ENTRANCE SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, ENTRANCE (S12) - EXPOSURE TRANSPORT AY.
EXPOSURE ENTRANCE CLAMP MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, ENTRANCE/EXIT CLAMP (M10, M11) - EXPOSURE TRANSPORT AY.

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 26-326: Jam Exiting EXPOSURE TRANSPORT

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Jam in Area 2 or 3 (Alarm sounds)	Film Jam Exiting Exposure Transport: Exposure Entrance Sensor S12 failed to detect film trailing edge	FILM JAM	1-Alert

Description

This error occurs if the trailing edge is not detected at the EXPOSURE TRANSPORT ENTRANCE SENSOR (S12) after the film moves from the FILM REGISTRATION area. The error is cleared when the IMAGER DOORS are opened then closed. Open is indicated by the I3 INTERLOCK (PROCESSOR and vertical DOOR) open. Close is indicated by the I3 INTERLOCK closed. When this error occurs, the PROCESSOR stops rotating and the HEATER is turned off. All films in the PRINTER will be marked bad and reprinted automatically. This includes films in the lower part of the PRINTER that will also be cleared automatically when the IMAGER is locked.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Open all DOORS on the IMAGER.
- **2** Remove any films in area 2.



Use the FILM FEED KNOB in area 2 to move the film down to the "bottom" access area.

3 "Unlatch" and open the PROCESSOR ASSEMBLY.

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4 Remove any films in area 3.



Use the FILM FEED KNOB in area 3 to move the film into area 3.

- **5** "Relatch" and close the PROCESSOR ASSEMBLY.
- 6 Close all DOORS.
- 7 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
For film jam in areas 2 and 3	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
BELTS	Install new BELTS.
EXPOSURE ENTRANCE SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, ENTRANCE (S12) - EXPOSURE TRANSPORT AY.
EXPOSURE ENTRANCE CLAMP MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, ENTRANCE/EXIT CLAMP (M10, M11) - EXPOSURE TRANSPORT AY.

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 26-543: Jam Before the DENSITOMETER

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Jam in Area 3 or 4 (Alarm sounds)	Film Jam Prior to Densitometer: Film at Densitometer sensor (S18) failed to detect film leading edge	FILM JAM	1-Alert

Description

This error occurs if the leading edge is not detected at the DENSITOMETER FILM DETECT SENSOR (S18) after the film moves from the vertical transport area. The error is cleared when the IMAGER DOORS are opened then closed. Open is indicated by the I3 INTERLOCK (PROCESSOR and vertical DOOR) open. Close is indicated by the I3 INTERLOCK closed. When this error occurs, the PROCESSOR stops rotating and the HEATER is turned off. All films in the PRINTER will be marked bad and reprinted automatically. This includes films in the lower part of the PRINTER that will also be cleared automatically when the IMAGER is locked.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Open the MAIN DOOR.
- **2** For films moving from area 4:
 - Use the FILM FEED KNOB in area 5 to advance the film into area 5.
 - Remove any film.
- **3** For films entering area 3:

- Use the FILM FEED KNOB in area 3 to advance the film.
- "Unlatch" and open the PROCESSOR ASSEMBLY
- Remove any films in area 3.
- "Relatch" and close the PROCESSOR ASSEMBLY.
- 4 Close all DOORS.
- 5 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
For film jam in areas 3 and 4	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
BELTS	Install new BELTS.
DENSITOMETER FILM DETECT SENSOR - use the SERVICE TOOL	Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 26-544: Jam at DENSITOMETER

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Jam in Area 5 (Alarm sounds)	Film Jam at Densitometer: Film at Densitometer sensor (S18) failed to detect film trailing edge	FILM JAM	1-Alert

Description

This error occurs if the trailing edge is not detected at the DENSITOMETER FILM DETECT SENSOR (S18) after the film exits the DENSITOMETER. The error is cleared when the IMAGER DOORS are opened then closed. Open is indicated by either I3 (PROCESSOR and vertical DOOR) or I4 (SORTER) INTERLOCKS open. Close is indicated by both I3 and I4 INTERLOCKS closed. When this error occurs, the PROCESSOR stops rotating and the HEATER is turned off. All films in the PRINTER will be marked bad and reprinted automatically. This includes films in the lower part of the PRINTER that will also be cleared automatically when the IMAGER is locked.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- **1** Remove any films in the SORTER.
- 2 Use the FILM FEED KNOB in area 5 to advance the film into to SORTER.
- 3 Lift the SORTER section and remove any films.
- 4 If the error occurs again, call Service.

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FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
For film jam in area 5	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
BELTS	Install new BELTS.
DENSITOMETER FILM DETECT SENSOR - use the SERVICE TOOL	Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 27-121: ATTENUATOR MOTOR Home Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Internal Hardware Failure (Alarm sounds)	Attenuator Home Sensor (S24) failed to detect attenuator motor movement	ELEC DOWN	0-Fatal

Description

This error occurs if the OPTICS ATTENUATOR MOTOR (M22) does not move to or from the home position when requested, as indicated by the OPTICS ATTENUATOR HOME SENSOR (S24). A possible cause is the OPTICS ATTENUATOR MOTOR (M22) did not power on or the SENSOR did not detect the motion. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
SOP BOARD	
OPTICS ATTENUATOR HOME SENSOR - use the SERVICE TOOL	Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.
ATTENUATOR MOTOR - use the SERVICE TOOL	Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

³ Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 27-123: POLYGON MOTOR Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
•	Polygon fails to rotate at desired speed	ELEC DOWN	0-Fatal

Description

This error occurs when the POLYGON speed measured by the OPTICS MODULE MICROCONTROLLER is out of range. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
SOP BOARD	
POWER MODULE	Install a new POWER MODULE. See the ADJUSTMENTS AND REPLACEMENTS, POWER MODULE AY.

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Error 27-154: OPTICS NVRAM Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Internal Communications Failure (Alarm sounds)	Optics (BPM) microcontroller failed to read/write to NVRAM	ELEC DOWN	0-Fatal

Description

This error occurs when the MICROCONTROLLER detects an error when attempting to read or write from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PDB	Seat the CONNECTORS.
• ETB	
• SOP	
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
SOP	Install a new SOP. See the ADJUSTMENTS AND REPLACEMENTS, START OF PAGE (SOP) BOARD (S13) - EXPOSURE TRANSPORT AY.

³ Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 27-601: Invalid POWER MONITOR Offset

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Calibration Failed (Alarm sounds)	Optics Calibration Failed. Power Monitor Offset outside valid range	ELEC DOWN	0-Fatal

Description

This error occurs when the POWER MONITOR offset measured by the OPTICS calibration and diagnostics is outside the range. The error clears when a calibration is asked for or power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
 SOP BOARD 	
SERVICE SWITCH	1. Close the SERVICE SWITCH.
	2. Install a new SERVICE SWITCH.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 27-602: Invalid POWER MONITOR Range with ATTENUATOR Open

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Calibration Failed (Alarm sounds)	Optics Calibration Failed. Power Monitor value with Attenuator Open outside valid range	ELEC DOWN	0-Fatal

Description

This error occurs when the POWER MONITOR reading with the ATTENUATOR wide open measured by the OPTICS calibration and diagnostics is outside the range. The error clears when a calibration is asked for or power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
 SOP BOARD 	
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 27-603: Invalid ATTENUATOR Optical Density Range

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Calibration Failed (Alarm sounds)	Optics Calibration Failed. Attenuator Optical Density value outside valid range	ELEC DOWN	0-Fatal

Description

This error occurs when the ATTENUATOR optical density range measured by the OPTICS calibration and diagnostics is outside the range. The error clears when a calibration is asked for or power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
SOP BOARD	
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 27-604: Unable to Adjust LASER Dynamic Range

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Calibration Failed (Alarm sounds)	Optics calibration failed to Adjust Laser Dynamic Range within limits	ELEC DOWN	0-Fatal

Description

This error occurs when the LASER dynamic range measured by the OPTICS calibration and diagnostics is outside the range after 5 successive adjustment attempts. The error clears when a calibration is asked for or power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
SOP BOARD	
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 27-605: POWER MONITOR Saturation

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Calibration Failed	Optics Calibration detected	ELEC DOWN	0-Fatal
(Alarm sounds)	Power Monitor Saturation		

Description

This error occurs when the POWER MONITOR is saturated with the LASER set at maximum power. The error clears when a calibration is asked for or power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
SOP BOARD	
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 27-606: ATTENUATOR Calibration Failed (Non-Monotonic)

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Calibration Failed (Alarm sounds)	Optics Calibration Failed. Power Monitor readings not monotonic	ELEC DOWN	0-Fatal

Description

This error occurs when the BEAM POWER measurements taken during ATTENUATOR calibration are non-monotonic. The error clears when a calibration is asked for or power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
SOP BOARD	
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 27-607: OPTICS Exceeded Maximum LASER Power

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Calibration Failed (Alarm sounds)	Optics Calibration detected Optics Maximum Power outside valid range	ELEC DOWN	0-Fatal

Description

This error occurs when the maximum LASER power measured by the OPTICS calibration and diagnostics is outside the range. The error clears when a calibration is asked for or power is cycled.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
 SOP BOARD 	
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 27-608: Invalid LASER Dynamic Range

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Optics Calibration detected laser dynamic range approaching predefined limits	NORMAL	3-Notify

Description

This occurs when the laser dynamic range is adjusted and the value is within 10% of the adjustment range.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 27-609: OPTICS Approaching Maximum LASER Power

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Optics Calibration detected Optics Maximum Power approaching limits	NORMAL	3-Notify

Description

This occurs if the maximum LASER power measured by OPTICS calibration and diagnostics is approaching the limit.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 27-611: OPTICS LASER Gain Adjustment Failed

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Internal Hardware Failure (Alarm sounds)	Optics calibration laser power gain adjustment failed	ELEC DOWN	0-Fatal

Description

The laser power gain is measured using a voltage on the LASER DRIVER. This error occurs when the LASER DRIVER voltage cannot be adjusted to within limits by the OPTICS calibration after 20 successive attempts.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
For open DOORS or DRAWERS	Close all DOORS and DRAWERS.
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
SOP BOARD	
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 27-646: Start of Page Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
•	Start of Page Sensor (S13) failed to detect edge of film	ELEC DOWN	0-Fatal

Description

This error occurs when the OPTICS MODULE does not detect a start of page signal as indicated by the START OF PAGE SENSOR (S13). The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
 SOP BOARD 	
SOP BOARD - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, START OF PAGE (SOP) BOARD (S13) - EXPOSURE TRANSPORT AY.
DRIVE BELT	Install a new BELT. See the ILLUSTRATED PARTS LIST, EXPOSURE TRANSPORT AY.
EXPOSURE ENTRANCE CLAMP MOTOR - use the SERVICE TOOL	Install a new MOTOR, ENTRANCE/EXIT CLAMP (M10, M11) - EXPOSURE TRANSPORT AY.
EXPOSURE TRANSPORT DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M12) - EXPOSURE TRANSPORT AY.
PINCH ROLLERS	Install a new ROLLER. See the ADJUSTMENTS AND REPLACEMENTS, PINCH ROLLER AY, CONTINUOUS - EXPOSURE TRANSPORT AY and PINCH ROLLER AY, SEGMENTED - EXPOSURE TRANSPORT AY.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.

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Error 27-647: START OF PAGE SENSOR Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Internal Hardware Failure (Alarm sounds)	Start of Page Sensor (S13) failed diagnostics	ELEC DOWN	0-Fatal

Description

This error occurs when the START OF PAGE SENSOR (S13) does not detect the normal LASER on or off state during diagnostics. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
 SOP BOARD 	
SOP BOARD - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, START OF PAGE (SOP) BOARD (S13) - EXPOSURE TRANSPORT AY.
DRIVE BELT	Install a new BELT. See the ILLUSTRATED PARTS LIST, EXPOSURE TRANSPORT AY.
EXPOSURE ENTRANCE CLAMP MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, ENTRANCE/EXIT CLAMP (M10, M11) - EXPOSURE TRANSPORT AY.
DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M12) - EXPOSURE TRANSPORT AY.
PINCH ROLLERS	Install a new ROLLER. See the ADJUSTMENTS AND REPLACEMENTS, PINCH ROLLER AY, CONTINUOUS - EXPOSURE TRANSPORT AY and PINCH ROLLER AY, SEGMENTED - EXPOSURE TRANSPORT AY.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.

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Error 27-648: LASER Scan Correction DAC Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
•	Laser Scan Correction DAC failed diagnostics	ELEC DOWN	0-Fatal

Description

This error occurs during LASER scan correction DAC diagnostics. The LASER output voltage should increase when the correction DAC setting is increased, but it did not. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
SOP BOARD	
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.

³ Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 27-650: Exposure Timeout Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Internal Hardware Failure (Alarm sounds)	Image Exposure time out failure multiple successive timeouts	ELEC DOWN	0-Fatal

Description

This error occurs when the image exposure does not complete in the necessary time for 3 successive films. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
 SOP BOARD 	
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.

³ Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 27-651: Exposure Timeout Notification

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Image Exposure timed out,	NORMAL	3-Notify
(No alarm)	job will be reprinted		

Description

This error occurs when the image exposure does not complete in the necessary time. The faulty image will be printed. The job will be failed, placed in the undelivered queue, and rescheduled for delivery.



Note

Error 27-650 is generated when this problem is detected on 3 successive films.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 27-931: OPTICS Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Optics: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with Optics (BPM) Module after multiple attempts	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• ETB	
 SOP BOARD 	
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

³ Install a new OPTICS AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 27-932: OPTICS Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No alarm)	with Optics (BPM)		

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response.



Error 27-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

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Error 28-154: PROCESSOR NVRAM Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Processor: Internal Communications Failure (A beep occurs)	Processor microcontroller failed to read/write to NVRAM	ELEC DOWN	0-Fatal

Description

This error occurs when the MICROCONTROLLER detect an error when attempting to read or write from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DRE USB CABLE	Seat the CONNECTORS.
• PDB	
• PCB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.

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Error 28-155: Bad PROCESSOR NVRAM Parameters

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
	Invalid Processor parameters read from NVRAM	PROC DOWN	0-Fatal

Description

This error occurs during start up when the setpoint or offset parameters read from NVRAM are outside the allowable values. This error is caused by loading parameters that are not correct into NVRAM or by an NVRAM error. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PDB	Seat the CONNECTORS.
• PCB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 "Re-ghost" the HARD DRIVE.



Restoring the configuration is a requirement when you "re-ghost".

4 Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.

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Error 28-501: PROCESSOR RTD Short Circuit

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Processor: Internal Hardware	Processor calculates	PROC DOWN	0-Fatal
Failure	temperature near zero.		
(Alarm sounds)	Probably short in RTD circuit		

Description

This error occurs when the temperature calculated by the PROCESSOR MICROPROCESSOR is almost zero. The temperature is calculated from the voltage measured by the RTD. A possible cause is a short in the RTD circuit. The RTD number is included in the error log message. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PDB	Seat the CONNECTORS.
• PCB	
CIRCUIT BREAKER on the POWER SUPPLY	Engage the CIRCUIT BREAKER.
RTD settings - use the SERVICE TOOL	Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.
DRUM	Install a new DRUM. See the ADJUSTMENTS AND REPLACEMENTS, DRUM AY - THERMAL PROCESSOR AY.
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).
POWER MODULE	Install a new POWER MODULE. See the ADJUSTMENTS AND REPLACEMENTS, POWER MODULE AY.

3 Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.

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Error 28-509: PROCESSOR Did Not Complete Warm Up

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Processor Warm-up Failure	Processor failed to warm up	PROC DOWN	0-Fatal
(Alarm sounds)	in the specified time		

Description

This error occurs if any PROCESSOR RTD indicates a temperature lower than the setpoint temperature when the allotted warm up time has elapsed. The allotted time is determined by the starting PROCESSOR temperature. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PDB	Seat the CONNECTORS.
• PCB	
CIRCUIT BREAKER on the POWER SUPPLY	Engage the CIRCUIT BREAKER.
RTD settings - use the SERVICE TOOL	Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.
DRUM	Install a new DRUM. See the ADJUSTMENTS AND REPLACEMENTS, DRUM AY - THERMAL PROCESSOR AY.
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).
POWER MODULE	Install a new POWER MODULE. See the ADJUSTMENTS AND REPLACEMENTS, POWER MODULE AY.

3 Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.

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Error 28-551: PROCESSOR HEATER Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Processor Heater Failure	Processor failed to warm up	PROC DOWN	0-Fatal
(Alarm sounds)	when heater turned on		

Description

This error occurs if any PROCESSOR RTD indicates that the temperature is not increasing at the expected rate. The log file will list the RTD. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PDB	Seat the CONNECTORS.
• PCB	
CIRCUIT BREAKER on the POWER SUPPLY	Engage the CIRCUIT BREAKER.
RTD settings - use the SERVICE TOOL	Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.
DRUM	Install a new DRUM. See the ADJUSTMENTS AND REPLACEMENTS, DRUM AY - THERMAL PROCESSOR AY.
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).
POWER MODULE	Install a new POWER MODULE. See the ADJUSTMENTS AND REPLACEMENTS, POWER MODULE AY.

3 Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.

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Error 28-554: Temperature Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Processor Over Temperature (Alarm sounds)	Processor Over Temperature	PROC DOWN	0-Fatal

Description

This error occurs if any PROCESSOR RTD indicates that the temperature is higher than the limit. The RTD number is included in the error log message. This error causes the PROCESSOR DRUM HEATER to shut down. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
Ambient room temperature	"Notify" customer that ambient temperature is not correct the operation of the LASER IMAGER.
CONNECTORS on the: • PDB	Seat the CONNECTORS.
• PCB	
CIRCUIT BREAKER on the POWER SUPPLY	Engage the CIRCUIT BREAKER.
RTD settings - use the SERVICE TOOL	Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.
DRUM	Install a new DRUM. See the ADJUSTMENTS AND REPLACEMENTS, DRUM AY - THERMAL PROCESSOR AY.
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).
POWER MODULE	Install a new POWER MODULE. See the ADJUSTMENTS AND REPLACEMENTS, POWER MODULE AY.

³ Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.

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Error 28-931: PROCESSOR Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Processor: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with the processor module after multiple attempts	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PCB	Seat the CONNECTORS.
• PDB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new PROCESSOR AY. See the ADJUSTMENTS AND REPLACEMENTS, THERMAL PROCESSOR AY - Extending the PROCESSOR.

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Error 28-932: PROCESSOR Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No alarm)	with the Processor		

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response.



Error 28-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

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Error 29-154: DENSITOMETER NVRAM Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Densitometer: Internal Communications Failure (Alarm sounds)	Densitometer microcontroller failed to read/write to NVRAM	ELEC DOWN	0-Fatal

Description

This error occurs when the MICROCONTROLLER detects an error when attempting to read or write from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PCB	Seat the CONNECTORS.
• PDB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 29-924: DENSITOMETER Failed Offset Reading Diagnostics

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Densitometer: Internal Diagnostics Failure (Alarm sounds)	Densitometer offset reading out of range with light source off	ELEC DOWN	0-Fatal

Description

During a calibration print and during DENSITOMETER diagnostics, a reading from the DENSITY SENSOR (S16) is taken with the light source turned off. The error is indicated if the reading out of range. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PCB	Seat the CONNECTORS.
• PDB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

³ Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 29-925: DENSITOMETER Reference Reading Failed Diagnostics

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Densitometer: Internal Diagnostics Failure (Alarm sounds)	Densitometer reference reading out of range with light source on	ELEC DOWN	0-Fatal

Description

During a calibration print and during DENSITOMETER diagnostics, a reading from the DENSITY SENSOR (S16) is taken with the light source turned on. This error occurs when the reading is out of range. The error is cleared when power is cycled on the IMAGER.



Error 29-945 is generated when this reading is reaching the range limit.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PCB	Seat the CONNECTORS.
• PDB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

³ Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 29-926: DENSITOMETER Fiducial Failed Offset Diagnostics

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Densitometer: Internal	Densitometer fiducial sensor	ELEC DOWN	0-Fatal
Diagnostics Failure	offset reading out of range		
(Alarm sounds)	with light source off		

Description

During a calibration print and during DENSITOMETER diagnostics, a reading from the FIDUCIAL SENSOR (S17) is taken with the light source turned off. The error is indicated if the reading out of range. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PCB	Seat the CONNECTORS.
• PDB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 29-927: DENSITOMETER Fiducial Failed Reference Diagnostics

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Densitometer: Internal Diagnostic Failure	Densitometer fiducial sensor reference reading out of	ELEC DOWN	0-Fatal
(Alarm sounds)	range with light source on		

Description

During a calibration print and during DENSITOMETER diagnostics, a reading from the FIDUCIAL SENSOR (S17) is taken with the light source turned on. This error occurs when the reading is out of range. The error is cleared when power is cycled on the IMAGER.



Error 29-947 is generated when this reading is reaching the range limit.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PCB	Seat the CONNECTORS.
• PDB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 29-931: DENSITOMETER Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Densitometer: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with Densitometer after multiple attempts	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PCB	Seat the CONNECTORS.
• PDB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new TURNAROUND AY. See the ADJUSTMENTS AND REPLACEMENTS, TURNAROUND AY - IMAGER with SORTER.

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Error 29-932: DENSITOMETER Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No alarm)	with Densitometer		

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response.



Error 29-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

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Error 29-945: DENSITOMETER Reference Reading Diagnostics Warning

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Densitometer reference reading outside of optimal range with light source on	NORMAL	3-Notify

Description

During a calibration print and during DENSITOMETER diagnostics, a reading from the DENSITY SENSOR (S16) is taken with the light source turned on. This occurs when the reading is outside of the optimal range (approaching the range limit).



Error 29-925 is generated when this reading is outside the range limit.

Result of Error

None

User Action

None

FE Action

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Error 29-947: DENSITOMETER Fiducial Reference Diagnostics Warning

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Densitometer fiducial sensor reference reading outside of optimal range with light source on	NORMAL	3-Notify

Description

During a calibration print and during DENSITOMETER diagnostics, a reading from the FIDUCIAL SENSOR (S17) is taken with the light source turned on. This occurs when the reading is outside of the optimal range (approaching the range limit).



Error 29-927 is generated when this reading is outside the range limit.

Result of Error

None

User Action

None

FE Action

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Error 30-154: SORTER NVRAM Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Sorter: Internal Communications Failure (Alarm sounds)	Sorter microcontroller failed to read/write to NVRAM	ELEC DOWN	1-Alert

Description

This error occurs when the MICROCONTROLLER detects an error when attempting to read or write from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER is able to print, but films might not go to the correct BIN.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • SCB	Seat the CONNECTORS.
• PDB	
SCB	Install a new SCB.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new SORTER. See the ADJUSTMENTS AND REPLACEMENTS, SORTER AY.

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Error 30-931: SORTER Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Sorter: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with Sorter after multiple attempts	ELEC DOWN	1-Alert

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER is able to print, but films might not go to the correct BIN.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • SCB	Seat the CONNECTORS.
• PDB	
SCB	Install a new SCB.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new SORTER. See the ADJUSTMENTS AND REPLACEMENTS, SORTER AY.

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Error 30-932: SORTER Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No Alarm)	with Sorter		

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response.



Error 30-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

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Error 30-935: SORTER DIVERTER #1 Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Sorter: Internal Hardware Failure (Alarm sounds)	Sorter Diverter #1 failed to operate	ELEC DOWN	1-Alert

Description

This error occurs when the SORTER DIVERTER ARM does not move, as determined by the DIVERTER BIN 1 POSITION SENSOR (S20). The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER is able to print, but films might not go to the correct BIN.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DIVERTER MOTOR	Seat the CONNECTORS.
• SCB	
• PDB	
DIVERTER MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR (M16 - M19) - SORTER AY.
SCB	Install a new SCB.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new SORTER. See the ADJUSTMENTS AND REPLACEMENTS, SORTER AY.

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Error 30-936: SORTER DIVERTER #2 Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Sorter: Internal Hardware Failure (Alarm sounds)	Sorter Diverter #2 failed to operate	ELEC DOWN	1-Alert

Description

This error occurs when the SORTER DIVERTER ARM does not move, as determined by DIVERTER BIN 2 POSITION SENSOR (S21). The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER is able to print, but films might not go to the correct BIN.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DIVERTER MOTOR	Seat the CONNECTORS.
• SCB	
• PDB	
DIVERTER MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR (M16 - M19) - SORTER AY
SCB	Install a new SCB.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new SORTER. See the ADJUSTMENTS AND REPLACEMENTS, SORTER AY.

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Error 30-937: SORTER DIVERTER #3 Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Sorter: Internal Hardware Failure (Alarm sounds)	Sorter Diverter #3 failed to operate	ELEC DOWN	1-Alert

Description

This error occurs when the SORTER DIVERTER ARM does not move, as determined by DIVERTER BIN 3 POSITION SENSOR (S22). The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER is able to print, but films might not go to the correct BIN.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DIVERTER MOTOR	Seat the CONNECTORS.
• SCB	
• PDB	
DIVERTER MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR (M16 - M19) - SORTER AY
SCB	Install a new SCB.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new SORTER. See the ADJUSTMENTS AND REPLACEMENTS, SORTER AY.

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Error 30-938: SORTER DIVERTER #4 Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Sorter: Internal Hardware Failure (Alarm sounds)	Sorter Diverter #4 failed to operate	ELEC DOWN	1-Alert

Description

This error occurs when the SORTER DIVERTER ARM does not move, as determined by DIVERTER BIN 4 POSITION SENSOR (S23). The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER is able to print, but films might not go to the correct BIN.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • DIVERTER MOTOR	Seat the CONNECTORS.
• SCB	
• PDB	
DIVERTER MOTOR	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR (M16 - M19) - SORTER AY
SCB	Install a new SCB.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new SORTER. See the ADJUSTMENTS AND REPLACEMENTS, SORTER AY.

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Error 32-154: FILM REGISTRATION NVRAM Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Registration: Internal Communications Failure (Alarm sounds)	Film Registration: microcontroller failed to read/ write to NVRAM	ELEC DOWN	0-Fatal

Description

This error occurs when the MICROCONTROLLER detects an error when attempting to read or write from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the PDB and FILM REGISTRATION AY	Seat the CONNECTORS.
FRB	Install a new FRB. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION BOARD (FRB) - FILM REGISTRATION AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 32-301: FILM REGISTRATION Centering Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Registration Failure (Alarm sounds)	Film Registration Centering Failure: Centering Home sensor S10 indicates Centering motor M7 failure	FILM TRANS ERR	1-Alert

Description

This error occurs when the REGISTRATION CENTERING HOME SENSOR (S10) does not detect successful position of the CENTERING ARMS by the CENTERING MOTOR (M7). This error can occur at multiple points in the FILM REGISTRATION. The film will not be exposed, but will be moved out of the IMAGER. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
For film jam	Remove films.
FILM CARTRIDGE	Install a new FILM CARTRIDGE.
BELTS	Install new BELTS.
ACCUMULATOR FILM DETECT SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, ACCUMULATOR FILM DETECT (S9) - FILM REGISTRATION AY.
REGISTRATION CLAMP SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CLAMP (S11) - FILM REGISTRATION AY.
CENTERING HOME SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CENTERING HOME (S10) - FILM REGISTRATION AY.
REGISTRATION DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR AY, REGISTRATION DRIVE (M8) - FILM REGISTRATION AY.
CENTERING MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, CENTERING (M7) - FILM REGISTRATION AY.
FRB	Install a new FRB. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION BOARD (FRB) - FILM REGISTRATION AY.

³ Install a new FILM REGISTRATION. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION AY and ACCUMULATOR.

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Error 32-302: FILM REGISTRATION Clamping Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Film Registration Failure (Alarm sounds)	Film Registration Clamping Failure: Clamping Actuator Home sensor S11 indicates Clamping motor M8 failure	FILM TRANS ERR	1-Alert

Description

This error occurs when the REGISTRATION CLAMP SENSOR (S11) does not detect successful position of ROLLERS (open or closed) by the REGISTRATION CLAMP MOTOR (M9). This error can occur at multiple points in the FILM REGISTRATION process. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
For film jam	Remove films.
CONNECTORS	Seat the CONNECTORS.
ACCUMULATOR FILM DETECT SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, ACCUMULATOR FILM DETECT (S9) - FILM REGISTRATION AY.
REGISTRATION CLAMP SENSOR - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, SENSOR, CLAMP (S11) - FILM REGISTRATION AY.
REGISTRATION DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR AY, REGISTRATION DRIVE (M8) - FILM REGISTRATION AY.
REGISTRATION CLAMP MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, REGISTRATION CLAMP (M9) - FILM REGISTRATION AY.
FRB	Install a new FRB. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION BOARD (FRB) - FILM REGISTRATION AY.

³ Install a new FILM REGISTRATION. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION AY and ACCUMULATOR.

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Error 32-304: Internal Temperature/Humidity SENSOR Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	Internal Temperature/	NORMAL	3-Notify
(No alarm)	Humidity Sensor Failure		

Description

This error occurs if the TEMPERATURE/RH SENSOR (S25) failed diagnostics.

Result of Error

None

User Action

None

FE Action

- 1 De-energize then energize the LASER IMAGER.
- 2 Check and seat all CONNECTORS on the FRB.
- 3 Use the SERVICE TOOL to check the TEMPERATURE/RH SENSOR.
- 4 Install a new FRB. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION BOARD (FRB) FILM REGISTRATION AY.

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Error 32-931: FILM REGISTRATION Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Communications Error	MCS failed to communicate with Film Registration after multiple attempts	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the PDB and FILM REGISTRATION AY	Seat the CONNECTORS.
FRB	Install a new FRB. See the ADJUSTMENTS AND REPLACEMENTS, FILM REGISTRATION BOARD (FRB) - FILM REGISTRATION AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 32-932: FILM REGISTRATION Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No alarm)	with Film Registration		

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response.



Error 32-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 33-154: EXPOSURE TRANSPORT NVRAM Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
•	Exposure Transport microcontroller failed to read/ write to NVRAM	ELEC DOWN	0-Fatal

Description

This error occurs when the MICROCONTROLLER detects an error when attempting to read or write from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the PDB and ETB	Seat the CONNECTORS.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 33-311: EXPOSURE TRANSPORT ENTRANCE FEED ROLLER Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Entrance Failure (Alarm sounds)	Exposure Transport Entrance Feed Roller Failure: Entrance Roller Position sensor S14	FILM TRANS ERR	1-Alert
(Alaim Sounds)	indicates Exposure Transport Entrance Motor M10 failure		

Description

This error occurs when the EXPOSURE ENTRANCE CLAMP SENSOR (S14) does not detect successful position of the lower ROLLERS by the EXPOSURE ENTRANCE CLAMP MOTOR (M10). This error can occur at multiple points in the EXPOSURE TRANSPORT process. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
For film jam	Remove films.
CONNECTORS	Seat the CONNECTORS.
EXPOSURE ENTRANCE CLAMP SENSOR - use the SERVICE TOOL	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
SOP BOARD - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, START OF PAGE (SOP) BOARD (S13) - EXPOSURE TRANSPORT AY.
EXPOSURE ENTRANCE CLAMP MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, ENTRANCE/EXIT CLAMP (M10, M11) - EXPOSURE TRANSPORT AY.
DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M12) - EXPOSURE TRANSPORT AY.
DRIVE BELT	Install a new BELT. See the ILLUSTRATED PARTS LIST, EXPOSURE TRANSPORT AY.
PINCH ROLLERS	Install a new ROLLER. See the ADJUSTMENTS AND REPLACEMENTS, PINCH ROLLER AY, CONTINUOUS - EXPOSURE TRANSPORT AY and PINCH ROLLER AY, SEGMENTED - EXPOSURE TRANSPORT AY.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-312: EXPOSURE TRANSPORT EXIT FEED ROLLER Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Exit Failure (Alarm sounds)	Exposure Transport Exit Feed Roller Failure: Exit Roller Position sensor S15 indicates Exposure Transport Exit Motor M11 failure	FILM TRANS ERR	1-Alert

Description

This error occurs when the EXPOSURE EXIT CLAMP SENSOR (S15) does not detect successful position of the ROLLERS by the EXPOSURE EXIT CLAMP MOTOR (M11). This error can occur at multiple points in the EXPOSURE TRANSPORT process. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

Do the actions below in sequence. If an action provides a resolution, do not continue with the other actions.

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2 Do the following:

Check:	If an existing problem:
For film jam	Remove films.
CONNECTORS	Seat the CONNECTORS.
EXPOSURE EXIT CLAMP SENSOR - use the SERVICE TOOL	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
SOP BOARD - use the SERVICE TOOL	Install a new SENSOR. See the ADJUSTMENTS AND REPLACEMENTS, START OF PAGE (SOP) BOARD (S13) - EXPOSURE TRANSPORT AY.
EXPOSURE EXIT CLAMP MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, ENTRANCE/EXIT CLAMP (M10, M11) - EXPOSURE TRANSPORT AY.
EXPOSURE TRANSPORT DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M12) - EXPOSURE TRANSPORT AY.
DRIVE BELT	Install a new BELT. See the ILLUSTRATED PARTS LIST, EXPOSURE TRANSPORT AY.
PINCH ROLLERS	Install a new ROLLER. See the ADJUSTMENTS AND REPLACEMENTS, PINCH ROLLER AY, CONTINUOUS - EXPOSURE TRANSPORT AY and PINCH ROLLER AY, SEGMENTED - EXPOSURE TRANSPORT AY
ЕТВ	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.

³ Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-354: EXPOSURE TRANSPORT DSP NVRAM Error

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Internal Communications Failure (Alarm sounds)	Exposure Transport DSP failed to read/write to NVRAM	ELEC DOWN	0-Fatal

Description

This error occurs when the DSP detects an error when attempting to read or write from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the PDB and ETB	Seat the CONNECTORS.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-355: EXPOSURE TRANSPORT DSP Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with Exposure Transport DSP after multiple attempts	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS tries to communicate with the DSP but receives no response in 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the PDB and ETB	Seat the CONNECTORS.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-356: EXPOSURE TRANSPORT DSP Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No alarm)	with Exposure Transport DSP		

Description

This error occurs when the MCS tries to communicate with the DSP but receives no response.



Error 33-355 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 33-380: EXPOSURE TRANSPORT MOTOR Overcurrent Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Motor Failure (Alarm sounds)	Exposure Transport Motor Overcurrent Failure: Drive Motor overcurrent detected	FILM TRANS ERR	1-Alert

Description

This error occurs when an overcurrent condition is detected on the DRIVE MOTOR (M12). The imaging process is stopped. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the DRIVE MOTOR and ETB	Seat the CONNECTORS.
DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M12) - EXPOSURE TRANSPORT AY.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-381: EXPOSURE TRANSPORT MOTOR Power Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Motor Failure (Alarm sounds)	Exposure Transport Motor Power Failure: 24V Power Supply out of range	FILM TRANS ERR	1-Alert

Description

This error occurs when the 24 V POWER SUPPLY is outside of operational limits. The imaging process is stopped. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the ETB and PDB	Seat the CONNECTORS.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-385: EXPOSURE TRANSPORT MOTOR Start Up Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Motor Failure (Alarm sounds)	Exposure Transport Motor Start up Failure: Drive Motor failed to reach proper speed after start up	FILM TRANS ERR	1-Alert

Description

This error occurs when the DRIVE MOTOR (M12) does not reach the proper speed in the expected time when it is started. The imaging process is stopped. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

2 Do the following:

Check:	If an existing problem:
CONNECTORS on the DRIVE MOTOR and ETB	Seat the CONNECTORS.
DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M12) - EXPOSURE TRANSPORT AY.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-386: EXPOSURE TRANSPORT MOTOR Speed Control Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Motor Control Failure (Alarm sounds)	Exposure Transport Motor Speed Control Failure: Drive Motor repeatedly failed to maintain proper speed	FILM TRANS ERR	1-Alert

Description

This error occurs when the DRIVE MOTOR (M12) continually fails to maintain the proper speed when operating. The imaging process is stopped. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the DRIVE MOTOR and ETB	Seat the CONNECTORS.
DRIVE MOTOR - use the SERVICE TOOL	Install a new MOTOR. See the ADJUSTMENTS AND REPLACEMENTS, MOTOR, DRIVE (M12) - EXPOSURE TRANSPORT AY.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-387: EXPOSURE TRANSPORT MOTOR Speed Control Warning

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None (No alarm)	Exposure Transport Motor Speed Control Warning: Drive Motor failed to maintain proper speed	NORMAL	3-Notify

Description

This error occurs when the DRIVE MOTOR (M12) does not maintain the proper speed when operating. The imaging process is stopped. The error clears when the image is stopped.



Note

Error 33-386 is generated when this problem is detected on 3 successive films.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

None

FE Action

None, this is a log notification only.

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Error 33-931: EXPOSURE TRANSPORT Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Exposure Transport: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with Exposure Transport after multiple attempts	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the PDB and ETB	Seat the CONNECTORS.
ETB	Install a new ETB. See the ADJUSTMENTS AND REPLACEMENTS, EXPOSURE TRANSPORT BOARD (ETB) - EXPOSURE TRANSPORT AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new EXPOSURE TRANSPORT AY. See the ADJUSTMENTS AND REPLACEMENTS, OPTICS AY and EXPOSURE TRANSPORT AY.

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Error 33-932: EXPOSURE TRANSPORT Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No alarm)	with Exposure Transport		

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response.



Error 33-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 34-154: PDB NVRAM Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
PDB: Internal Communications Failure (Alarm sounds)	PDB microcontroller failed to read/write to NVRAM	ELEC DOWN	0-Fatal

Description

This error occurs when the MICROCONTROLLER detects an error when attempting to read or write from NVRAM. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- 2 If the error occurs again, call Service.

FE Action

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
PDB	1. Seat the CONNECTORS.
	2. Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 34-207: LATCH Unlock Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Imager Unlock Mechanism Failure (Alarm sounds)	Latch mechanism failed to open when requested	COVER OPEN	1-Alert

Description

This error occurs when the user requests that the IMAGER unlock, but the LATCH fails to unlock as indicated by the LATCH POSITION SENSOR (S19). The user will have to open the IMAGER manually. The error is cleared when any DOOR or DRAWER is opened (as indicated by INTERLOCKS I1or I3).

Result of Error

The PRINTER is able to print films, but the LATCH must be opened manually when the user needs to access the IMAGER.

User Action

- 1 Use the LATCH override mechanism to open the DOOR or DRAWER.
- **2** If the error occurs again, call Service.

FE Action

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • LATCH MOTOR	Seat the CONNECTORS.
 LATCH SENSOR 	
LATCH SENSOR - use the SERVICE TOOL	Install a new SENSOR.
LATCH MOTOR - use the SERVICE TOOL	Install a new MOTOR.

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Error 34-208: LATCH Lock Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Imager Lock Mechanism Failure (Alarm sounds)	Latch mechanism failed to close when requested	COVER OPEN	1-Alert

Description

This error occurs when the user requests that the IMAGER lock, but the LATCH fails to lock as indicated by LATCH POSITION SENSOR (S19). The IMAGER DOORS and DRAWERS will possibly hold so that printing can continue. The DOORS and DRAWERS could be opened accidentally. The error is cleared when a request to unlock is received.

Result of Error

The PRINTER is able to print films, but it might be possible for the user to open it without requesting unlock, which could cause film exposure or jams.

User Action

- 1 "Unlock" the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • LATCH MOTOR	Seat the CONNECTORS.
 LATCH SENSOR 	
LATCH SENSOR - use the SERVICE TOOL	Install a new SENSOR.
LATCH MOTOR - use the SERVICE TOOL	Install a new MOTOR.

3 Install a new.

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Error 34-931: PDB Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
PDB: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with PDB after multiple attempts	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

- 1 De-energize then energize the LASER IMAGER.
- 2 Do the following:

Check:	If an existing problem:
PDB	1. Seat the CONNECTORS.
	2. Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

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Error 34-932: PDB Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No alarm)	with PDB		

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response.



Error 34-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Error 35-931: PROCESSOR Transport Communications Failure

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
Processor Transport: Internal Communications Failure (Alarm sounds)	MCS failed to communicate with Processor Transport after multiple attempts	ELEC DOWN	0-Fatal

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response to 5 attempts. The error is cleared when power is cycled on the IMAGER.

Result of Error

The PRINTER cannot print films. The SPOOLER is able to receive and queue jobs but new films will not be initiated. Films downstream of the subsystem will be completed. All other films will be reprinted.

User Action

- 1 Restart the LASER IMAGER from the LOCAL PANEL.
- **2** If the error occurs again, call Service.

FE Action

1 De-energize then energize the LASER IMAGER.

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2 Do the following:

Check:	If an existing problem:
CONNECTORS on the: • PCB	Seat the CONNECTORS.
• PDB	
PCB	Install a new PCB. See the ADJUSTMENTS AND REPLACEMENTS, PROCESSOR CONTROL BOARD (PCB) - THERMAL PROCESSOR AY.
PDB	Install a new PDB. See the ADJUSTMENTS AND REPLACEMENTS, POWER DISTRIBUTION BOARD (PDB).

3 Install a new.

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Error 35-932: Processor Transport Communications Retry

Messages

LOCAL PANEL	LOG	DICOM	SEVERITY
None	MCS failed to communicate	NORMAL	3-Notify
(No alarm)	with Processor Transport		

Description

This error occurs when the MCS tries to communicate with the MICROCONTROLLER but receives no response.



Error 35-931 is generated when this problem is detected after 5 successive communications attempts.

Result of Error

None

User Action

None

FE Action

None, this is a log notification only.

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Section 3: Troubleshooting

System Problems

Description	Cause	Action
Cannot connect SERVICE LAPTOP with SERVICE	1. SECURE LINK CLIENT SOFTWARE problem.	Check the CERTIFICATE end date.
TOOL	2. Wrong type of network CABLE.	2. Use a CROSSOVER CABLE.
Continual film jams in the same area of the IMAGER	Electrical or mechanical failure. An Error Code will display on the LOCAL	Use the SERVICE TOOL to check electrical components in area of jam.
	PANEL.	2. Cycle the transport and check for mechanical problems.
"Failed" message displayed on LOCAL PANEL	 Hardware configuration not correct. Internal communications 	Use the SERVICE TOOL to check the installed hardware configuration.
	error.	2. Power cycle the IMAGER.
IMAGER will not boot up	CompactFlash CARD not installed.	Check that the CompactFlash CARD is installed and seated.
	2.	2.
LOCAL PANEL not operational	Hardware or software problem.	Check that the CONNECTOR to the DRE is seated.
		2. Use the POWER SWITCH in the lower right front of the IMAGER to cycle power.
		3. Re-ghost the IMAGER (see ADJUSTMENTS AND REPLACEMENTS, "Ghosting When the LOCAL PANEL is Not Operational).

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POWER SUPPLY Problems

Description or Possible Cause	Action
System will not power up.	Check source AC power at the wall.
	 Check the CIRCUIT BREAKERS. If either CIRCUIT BREAKER is open, reset. A cause might be a short in the POWER MODULE.
	 Check POWER SUPPLY outputs: +24 V DC and +5 V DC.
	 Disconnect the POWER CORD from the wall and use a METER to check the operation of the POWER SWITCH.
System power is ON, then OFF.	Press the POWER SWITCH on and hold it in. If power remains on, but de-energizes with the SWITCH released, check the following: • +24 V DC POWER SUPPLY
	CONTACTOR RELAY K1 in POWER SUPPLY
	CABLE connection

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Functions of the MICRO BOARD LEDs, Test Points and SWITCHES

"Happy" LEDs on the MICRO BOARDS



Important

All the MICRO BOARDS on the MCS I²C Bus include "HAPPY" LEDs which use blink ON/ OFF patterns to provide status information about the MICRO BOARDS. You can press the RESET SWITCH on any of the MICRO BOARDS and observe the LED to check operation.

"HAPPY" LED Blink Pattern	MICRO "State"
1 second ON/ 1 second OFF	MICRO is "Happy." Operation is normal.
ON	A MICROCODE flash failure occurred during a software update. The MICRO is trying recovery.
OFF	A hardware failure has occurred on the MICRO BOARD.



Important

The HAPPY LED for the SORTER BOARD provides additional status information.

Blink Code of SORTER "HAPPY" LED	SORTER MICRO "State"
3 short blinks, repeated after a pause	Initializing
1 short blink, repeated after a pause	Idle
2 short blinks, repeated after a pause	Running
1 short and 1 long blink, repeated after a pause	Idle_NOSENSOR
2 short and 1 long blink, repeated after a pause	Running_NOSENSOR
1 long, 2 short, and 1 long blink, repeated after a pause	Jam
1 long (2.25 second) blink, repeated after a pause	No Communication
1 long, 1 short, and 1 long blink, repeated after a pause	INTERLOCK open

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POWER DISTRIBUTION BOARD (PDB)

Table 1 LEDs and Test Points for the PDB

Item	Description
D5 (LED)	24 V present.
D6 (LED)	5 V present.
D10 (LED)	"Happy" LED.
D13 (LED)	DRAWER_HAZARD_24 present.
D14 (LED)	V24_HAZ present.
D15 (LED)	LASER_HAZARD_24 present.
D16 (LED)	SORT_HAZ_V24 present.
V3_3	Test point for digital 3.3 V.
V5	Test point for digital 5 V.
MGND1, MGND2, MGND3	MOTOR ground.
GND1, GND2	Logic ground.
V24_HAZ	Test point for 24 V hazard.
DRAWER_HAZARD_24	Test point for DRAWER hazard 24 V.
SORT_HAZ_24	Test point for SORTER hazard 24 V.
LASER_HAZARD_24	Test point for LASER hazard 24 V.
V24	Test point for 24 V.
S1	Reset SWITCH.

Table 2 TEST BOX CONNECTOR for the PDB

Item Description	
The TEST	BOX connects to the Service 1 CONNECTOR on the PDB.
LED 1	ON = LATCH MOTOR is at the home position.
LED 2	ON = 5 V present on the BOARD.
JP1-9	Ground.

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FILM SUPPLY BOARD (FSB)

Table 3 LEDs and Test Points for the FSB

Item	Description
D5 (LED)	"Happy" LED.
DRAWER_HAZ_24	Test point for hazard 24 V.
V5	Test point for digital 5 V.
MGND	Test point for MOTOR ground.
GND	Test point for logic ground.
S1	Reset SWITCH.

Table 4 TEST BOX CONNECTOR for the FSB

Item	Tests	Description
	The ⁻	TEST BOX connects to the J1 CONNECTOR on the FSB.
LED 1	S5	ON = film is present at FILM AT FEED SENSOR. Note: When the film trailing edge passes the SENSOR it goes to 0 V, indicating film is present.
LED 2		ON = 5 V present on the BOARD.
LED 3	S4	ON = FEED ROLLER at open position.
LED 4	S8	ON = CARTRIDGE is present.
LED 5	S7	ON = ROLLBACK at open position.
LED 6	S2	ON = CUPS engaged.
LED 7	S6	ON = ROLLBACK at home position.
LED 8	S1	ON = PICKUP ARM at home position.

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FILM REGISTRATION BOARD (FRB)

Table 5 LEDs and Test Points for the FRB

Item	Description
D2 (LED)	"Happy" LED.
V24_HAZ	Test point for hazard 24 V.
V5	Test point for digital 5 V.
V3_3	Test point for digital 3.3 V.
MGND	Test point for MOTOR ground.
GND1, GND2	Test points for logic ground.
S1	Reset SWITCH.

Table 6 TEST BOX CONNECTOR for the FRB

Item	Description
The TEST BOX connects to the J1 CONNECTOR on the FRB.	
LED 1	ON = ACTUATOR_HOME clamped.
LED 2	ON = 5 V is present on the BOARD.
LED 3	ON = CENTER_HOME is at home position.
LED 5	ON = film present at the ACCUMULATOR FILM DETECT SENSOR
JP1-9	Ground.

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EXPOSURE TRANSPORT BOARD (ETB)

Table 7 LEDs and Test Points for the ETB

Item	Description
D1 (LED)	TX data - flashing indicates serial activity.
D2 (LED)	Enable SERVO MOTOR DRIVER - ON = DRIVER enabled.
D3 (LED)	RX data - flashing indicates serial activity.
D5 (LED)	Programmable LED 1 - flashes very fast to indicate DSP is running.
D6 (LED)	Programmable LED 2 - turns ON when RUN command is issued.
D7 (LED)	Programmable LED - velocity lock (turns ON when MOTOR is turning at velocity setpoint).
D8 (LED)	Programmable LED - not used.
D9 (LED)	Programmable LED - flashing indicates DSP is running (flashes at 10 Hz rate).
D10 (LED)	Programmable LED - flashing indicates DSP is running (flashes at 5 Hz rate).
D21 (LED)	FILM AT ENTRANCE SENSOR - ON = film present.
D25 (LED)	V5 present - ON = 5 V to BOARD is present.
D27 (LED)	V24 hazard present - ON = 24 V present.
D29 (LED)	SERVO MOTOR 24V - ON = power to SERVO MOTOR BRIDGE.
TP1	Test point for CAP4QEP3 (filtered encoder index).
TP2	Test point for ground.
TP3	Test point for 3 V DC.
TP4	Test point for ADC3 (digital POT V gain).
TP5	Test point for ADC2 (digital POT U gain).
TP6	Test point for ground.
TP7	Not used.
TP8	Not used.
TP9	Not used.

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Item	Description
TP10	Not used.
TP11	Test point for reset (active low reset pulse).
TP12	Test point for CAP6_QEP12.
TP13	Test point for ground
TP14	Not used.
TP15	Not used.
TP16	Test point for CAP1QEP1 (filtered encoder phase A).
TP17	Test point for CAP2QEP2 (filtered encoder phase B).
TP18	Test point for CAP5QEP4 (filtered interval).
TP19	Test point for ADC5 - ITRIP.
TP20	Test point for ADC0 - DAC test.
TP21	Test point for 5 V DC.
TP22	Test point for ground.
TP23	Test point for ENTRANCE MOTOR home.
TP24	Test point for EXIT MOTOR home.
TP25	Not used.
TP28	Test point for ref U (digital POT U offset).
TP29	Test point for ground.
TP30	Test point for ref V (digital POT V offset).
TP31	Not used.
TP42	Test point for ground.
TP43	Test point for 5 V DC.
TP44	Test point for ground.
TP45	Test point for 3 V DC.
TP46	Not used.
TP47	Test point for ground.
TP48	Test point for 3 V DC.

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Item	Description
TP49	Test point for V24 hazard.
TP51	Test point for ground.
TP52	Test point for 15 V DC.
TP53	Test point for 12 V DC.
TP55	Test point for MOTOR phase U HALL SENSOR.
TP56	Test point for MOTOR phase V HALL SENSOR.
TP58	Test point for MOTOR phase W HALL SENSOR.
S1	Reset SWITCH.

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PROCESSOR CONTROL BOARD (PCB)

Table 8 LEDs and Test Points for the PCB

Item	Description
DS1 (LED)	MOTOR MICRO "happy" LED.
DS2 (LED)	K1 relay status (FLAZTBED high voltage return). ON = FLATBED high voltage return relay energized. OFF = not energized (K1 open).
DS3 (LED)	FLATBED thermal cutouts status. ON = thermal cutouts OK. OFF = 1 or more of the thermal cutouts is open.
DS4 (LED)	FLATBED LEFT EXTRUSION 1 and 2 HEATER zones active. ON = HEATER active.
DS5 (LED)	FLATBED RIGHT EXTRUSION 3 HEATER zone active. ON = HEATER active.
DS6 (LED)	FLATBED CENTER EXTRUSION 1 and 2 HEATER zones active. ON = HEATER active.
DS7 (LED)	DRUM FRONT HEATER zone active. ON = HEATER active.
DS8 (LED)	DRUM REAR HEATER zone active. ON = HEATER active.
DS9 (LED)	FLATBED RIGHT EXTRUSION 1 and 2 HEATER zones active. ON = HEATER active.
DS10 (LED)	DRUM CENTER HEATER zone active. ON = HEATER active.
DS11 (LED)	FLATBED LEFT EXTRUSION 3 HEATER zone active. ON = HEATER active.
DS12 (LED)	DRUM zone return active. ON = HEATER active.
DS13 (LED)	COVER LEFT HEATER zone active. ON = HEATER active.
DS14 (LED)	FLATBED CENTER EXTRUSION 3 HEATER zone active. ON = HEATER active.
DS15 (LED)	COVER RIGHT HEATER zone active. ON = HEATER active.
DS16 (LED)	HEATER MICRO "happy" LED. Flashing = MICRO OK.
TP1	Test point for 5 V supply (V5).
TP2	Test point for digital ground (GND).
TP3	Test point for analog ground (GND).

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Item	Description
TP4	Test point for 24 V hazard (V24_HAZ).
TP5	Test point for MOTOR ground (MGND).
S1	Reset SWITCH.

SORTER CONTROL BOARD (SCB)

Table 9 LEDs and Test Points for the SCB

Item	Description
D1 (LED)	"Happy" LED.
V5	Test point for digital 5 V.
MGND	Test point for MOTOR ground.
GND	Test point for logic ground.
SORT_HAZ_V24	Test point for hazard 24 V.

Table 10 TEST BOX CONNECTOR for the SCB

Item	Description	
The TE	The TEST BOX connects to the J2 CONNECTOR on the SCB.	
LED 1	ON = DIVERTER 4 at home position.	
LED 2	ON = 5 V is present on the BOARD.	
LED 3	ON = DIVERTER 3 at home position.	
LED 5	ON = DIVERTER 2 at home position.	
LED 7	ON = DIVERTER 1 at home position.	
JP1-9	Ground.	

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Section 4: Using the Logs

Types of Log

The SERVICE TOOL includes 9 logs.

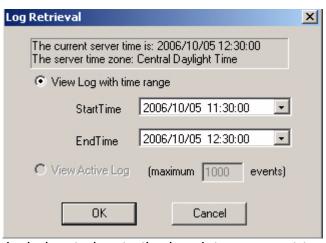
- APPLICATION Log This log records the "events" controlled and monitored by all system software applications and subsystems.
- AUDIT Log This log records who has been on the machine.
- **DICOM Log** This is a log of NETWORK (DICOM) SUBSYSTEM "events filtered" from the APPLICATION Log. The NETWORK SUBSYSTEM is part of the MIM (DRE) application.
- ERROR TALLY This log records all error "events" in 2 separate error "tallies": a "Current Tally", which counts and lists errors that have occurred from the last reset of the count, and a "Lifetime Tally", which counts all errors from installation of the system.
- IIS (INTERNET INFORMATION SERVER) Log This log records all "attempts" to connect to the Web site SERVER.
- LOCAL PANEL Log This is a log of "events" for the LOCAL PANEL SUBSYSTEM, "filtered" from the Application Log. The LOCAL PANEL SUBSYSTEM is part of the MIM Application.
- MCS Log This is a subsystem log of MCS "events filtered" from the APPLICATION Log.
 The log records all interchanges between the MICRO subsystems on the MCS I²C bus
 and the MCS Master CPU that are transferred to the MIM application across the SERIAL
 LINK.
- NT EVENT Log (Application) This log records Windows "Events" for software applications.
- NT EVENT Log (System) This log records Windows "Events" for system software.
- **PRINT DELIVERY Log** This is a log of all DELIVERY and SDS SERVER SUBSYSTEM "events filtered" from the APPLICATION log. The subsystems are part of the MIM application.

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APPLICATION LogUsing the APPLICATION Log

The Application Log and the other subsystem logs which can be "filtered" from the Application Log, are important troubleshooting resources. When an error occurs, you can search the logs to help locate the problem by checking the sequence of "events" leading up to the error. A troubleshooting sequence might be:

- Connecting your LAPTOP to the IMAGER and using SECURE LINK CLIENT SOFTWARE to access the SERVICE TOOL.
- Doing a search of the ERROR TALLY to determine the number of times the error has occurred.
- Opening the NT EVENT (System) Log to determine the time at which the error occurred.
- Doing a search of the APPLICATION Log (or a subsystem log) for data at the time of the error.
- Viewing the data in the log before the error.
- If necessary, saving the log and sending it to Service Engineering or the TSC
- 1 To access the Application Log, select Logs>Application Log from the Main Menu of the SERVICE TOOL. A blank log screen with a Log Retrieval window will display.



2 Use the Log Retrieval window to locate the log data you want to view:

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• If you have the approximate time when the "event" you want to view occurred, select "View Log with time range" and enter a Start and End Time.

- If you want to view the log of an "event" when the "event" is occurring, select "View Active Log".
- 3 Click [OK]. The retrieved log will display.
- 4 Click [Options] to display a screen of the "columns" of the log. You can use this screen to decrease the width of the log.
- 5 To decrease the log to a "usable" width, uncheck the "columns" in the Display field that are of no use. The items checked above are the most used for troubleshooting in the field. (The other items are for Software Engineering use.)



You can also decrease or increase the "column" width in the log by selecting the lines between the "columns" and moving the "column" left or right.

6 Click [OK].

Log "Keying" Functions



- 1 Start Click [Start] at any time to display parameters for retrieving a new log. The Log Retrieval screen will display.
 - If you have the approximate time at which an error occurred, select "View Log with time range", and enter a Start Time and End Time which will include the time of the "event" you want to review. Then click [OK].
 - If you want to view the log during the time an "event" occurs:
 - select "View Active Log"
 - click [OK]

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2 Stop - Click [Stop] at any time during the time a log is loading to stop the loading process.

- **3 Options** Click [Options] to display a screen of the log "columns" you want to display.
 - Select the name of each "column" you want to display in the log. The "columns" selected above are of the most use for your purposes.
 - Click [OK] to display the log.
- **4 Find** Click [Find] to search for an area in the log that you can identify by words or numbers, for example, an error code.
 - Enter the combination of words and numbers you want to locate in the "Find what" window.
 - Click [Find] to search the log.
- **5** Save Click [Save] to save a log to a folder on your LAPTOP.
 - Use the cursor to select the area of the log you want to save.
 - Select the folder on the LAPTOP, for example Log Files.
 - Enter a File name and click [Save].



Your LAPTOP must have LOCAL LOG VIEWER SOFTWARE to view the logs.

6 Display "Filter" - Click [Display Filter] to display a screen that will allow you to "filter" the log to decrease the quantity of log data for analytical use.

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Using Advanced "Filtering"

This section explains the use of the "filtering" function. For example: Modalities are not able to select the IMAGER because the current number of "scp associations" has reached and remains at the limit (12). You can use the "filtering" function to search for key words and numbers in the log to locate the information to solve the problem. See the following example search.

- 1 Access the Application Log and use the Log Retrieval window to select the time within which the IMAGER problem occurred.
- 2 Click [OK] to capture the log data.
- 3 Select "Display Filter".
- 4 Under the "Basic" tab, select:
 - "Enable Basic Filter"
 - "Test contains"
- **5** Type the words and numbers that you want to search on. In this example, "scp assoc" was selected to appear in the "events" in the log you want to view.
- 6 Click [OK] to search the log for the selected test.
- 7 Note that the search retrieved only log items that include the words "scp assoc". Also note that the log includes 1,688 records. To decrease the data, do additional "filtering".
- 8 Click [Display Filter].
- 9 Select the "Advanced" tab.
- 10 Select "Enable Advanced filter" and fill in the first "Field" (see above). This adds the word up to the original search words "scp assoc".
- 11 Click [OK] to retrieve all the "scp associations" that were up (running) during the time that was selected.
- 12 Note that this search retrieved only 9 records, indicating that 9 "associations" were up during the time selected.
- 13 Do another advanced search for "scp associations" that went down during the selected time.

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14 Note in the retrieved data that only 5 "associations" are indicated "down".

15 A comparison of the up and down logs indicate that the "leonardo" modality continued to add "associations" without closing down "associations" until the limit of 12 "associations" was reached. This prevented new "associations" from occurring.

Contents of the Log

Each line of the log documents an "event". Each "event" has 16 "columns" of information. Only 4 or 5 of these "columns" are of use to the FE. (These are in "boldface" in the list below.) The other data is for use by software engineering. To decrease the size of the log, these "columns" should be removed from the viewed log by the Options function described in the preceding section. The "columns", from left to right, include:

- 1 "Event Type" This "column" provides the same information in the Level "column". It describes the level provided for the "event". The levels from highest to lowest are: TRACE (Level 6), DEBUG (5), DIAG (4), INFO (3), WARNING (2), ERROR (1), and FATAL ERROR (0).
- 2 "Time"- Provides the time of the "event", down to 1/100th of a second. The time is of use for locating "events" in the log.
- **3** Code Code for an "event". Normally an error code.
- 4 "Text"- This "column" describes the "event".
- **5** "App"- The software application in which the "event" occurred. The applications are: "MIM", "DV6800", and "Service Platform".
- **6 Subsystem** The software subsystem within the application. These include subsystems of both the MIM and the 6800 LASER IMAGER, described in the tables below.

Subsystems for the MIM include:

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MIM Subsystem	Description
NETWORK (DICOM)	This subsystem "negotiates" with the SCU for sending a job from the SCU across the network. It then makes a Film "Session", sets up the Film "Box" and Images "Box". These will appear in the first pages of the APPLICATION Log.
IMPORT	This subsystem receives the images from the network and processes the images for storage on the HARD DRIVE.
STORAGE	This subsystem is for temporary storage of images on the HARD DRIVE.
DELIVERY	This subsystem receives the image data from storage and "renders" the data into pages for "delivery" through the SDS SERVER to the MCS.
GENERAL	This subsystem is for general software functions.
SERVICE	This subsystem is for communication with the SERVICE TOOL.

Subsystems for the 6800 LASER IMAGER include:

Subsystem	Description
MCS	
LOCAL PANEL	
SDS SERVER	

- 7 Module The software module within the subsystem
- 8 File The file within the software module
- 9 Line Line number of the file
- **10** Level The level used to describe the "event".
- **11** Version The version of the subsystem.

Log Levels

The level recorded in the logs for each subsystem can be changed, if necessary, for troubleshooting purposes. To change a log level:

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1 From the SERVICE TOOL menu, select Configuration>System>Log Level.

- 2 Click [Modify].
- **3** From the drop-down menu for the subsystem, select the "Log Level" you want and click [Save].

Note

The log levels, from lowest to highest are:

- "0 Fatal Error": Record only "fatal" errors
- "1 Error": Record all errors
- "2 Warning": Record warnings and all errors
- "3 Information": Record key "events"
- "4 Diagnostic": Provide a level of information for field troubleshooting.
- "5 Debug": Provide a level of information for software "debugging".
- "6 Trace":



Important

Levels higher than the recommended defaults can slow down the system. If you change a level to help diagnose a problem, return the level to the default value after completing troubleshooting.

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DICOM Log

This is a subsystem log that includes all MIM Network "events" pulled from an Application Log. Note that the Subsystem "column" includes only Network. See Sample Log 1 at the end of this section for descriptions of the "events" in the log.

ERROR TALLY Log

The logs include 2 lists of errors.

- A "Current Tally", which lists the number of errors that have occurred from when the count for the errors was reset to 0.
- A "Lifetime Tally", which lists the total count of all errors that have occurred during the operation of the IMAGER.
- 1 To access these logs, connect your LAPTOP to the SERVICE TOOL and select **Logs>Error Tally**. The "Current Error Tally" will display.



The error codes in the "tally" are by application: "DV6800", "MIM", or "Service Platform".

- **a** To reset the count for any error to 0, click [Select] for that error and then click [Reset] at the bottom of the screen.
- **b** If you want to reset the count for all errors in the list, click [Select All] and then [Reset].
- 2 To access the "Lifetime Tally", select "Lifetime". Note that this screen does not include the Reset function.
- 3 To save:
 - a Click [Save] on the bottom of the ERROR TALLY screen.
 - **b** In the "Save Copy As" window, select the File Name of the folder on your LAPTOP to save the "Tally" in.

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c Click [Save].



Your LAPTOP must have LOCAL LOG VIEWER SOFTWARE to view the saved log.

IIS Log

The INTERNET INFORMATION SYSTEM (IIS) log records all "attempts" to connect to the Web site SERVER. The log has the following "columns":

- Time "timestamp" of each "event"
- "Method" -
- Protocol -
- "Client" IP IP Address of the
- Time "Taken" -
- URI "Stem" -

LOCAL PANEL Log

This is a subsystem log that includes all "events" for the LOCAL PANEL "filtered" from an Application Log. See Sample Log 1 at the end of this section for descriptions of the "events" in the log.

MCS Log

This is a subsystem log that includes all MCS "events" pulled from an Application Log. These are "events" of any of the MICRO subsystems on the MCS I²C bus. Note that each description of the "event" begins with FROM MCS. See Sample Log 1 at the end of this section for descriptions of the "events" in the log.

NT EVENT Log (Application)

This is a log of all Windows "events" for software applications.

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NT EVENT Log (System)

This is a log of Windows "events" for system software.

PRINT DELIVERY Log

This is a subsystem log that includes all DELIVERY and SDS SERVER SUBSYSTEM "events" pulled from an Application Log. Note that the subsystem "column" includes only these subsystems. See Sample Log 1 at the end of this section for descriptions of the "events" in the log.

DIAGNOSTICS Publication History

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Section 5: Publication History

Publication Date	Publication No.	ECO No.	Changed Pages	File Name	Notes
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